



SOCIAL WELFARE EXAMINER

GENERAL STATEMENT OF DUTIES: Determine initial and ongoing financial eligibility for the various federal and state income maintenance programs administered by local social services districts. These programs include Temporary Assistance (TA), Supplemental Nutrition Assistance Program (SNAP), Heating Energy Assistance Program (HEAP) and Medicaid Assistance (MA).

DISTINGUISHING FEATURES OF THE CLASS: Perform any or a combination of assignments related to determining financial and categorical eligibility of one or more of the programs mentioned above for local community members who have low or no income and struggle to meet their basic needs. The work involves reviewing applications, conducting client interviews, processing cases, and maintaining active cases. Work is performed under the supervision of a higher-ranking Senior Social Welfare Examiner.

EXAMPLES OF WORK: (illustrative only)

- Review applications, redeterminations, and additional paperwork to ensure all documents are complete and accurate.
- Conduct interviews with applicants either in person or over the phone, determine appropriate questions to ask, and request necessary documentation specific to the applicant.
- Compare new information with record file to identify changes and discrepancies and take appropriate action.
- May determine initial or ongoing categorical eligibility, evaluates available resource details in relation to financial eligibility.
- Prepare and compute budgets to determine financial eligibility.
- Advise applicant of the eligibility determination, the amount of assistance, and how the grant will be provided.
- Advise the applicant of the requirements and rules of the program under which they are eligible for assistance and field general questions.
- Identify and ensure compliance with federal, state, and local program guidelines.
- Review active cases for changes and determine necessary actions to be taken.
- Refer or provide resource information of other programs and agencies that may further assist applicants with other unmet needs.
- Makes referrals for full field investigation where presumption of fraud is indicated.
- Generally, work independently under supervision once trained.
- Provide a safe and nonjudgmental setting for applicants who may be intimidated to request assistance

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of federal, state and local social services laws and programs as they affect eligibility for financial assistance and money payments; familiarity with other laws as they affect eligibility, such as Worker's Compensation, Social Security and Unemployment Insurance, ability to deal effectively with others; ability to analyze facts obtained and use facts in making judgments regarding eligibility; ability to understand and follow directions; good powers of observation and perception; initiative; tact; judgment; emotional maturity and good health.



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MINIMUM QUALIFICATIONS:

PROMOTION: one year of permanent competitive status or in a senior level clerical position or two years of permanent competitive status in an entrance level clerical position.

OPEN COMPETITIVE: Two years experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility.

Note: Study in a regionally accredited college or university or one registered by New York State or a business school registered by New York State may be substituted for the experience on a year for year