

HEAD SOCIAL SERVICES WORKER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for planning, coordinating, supervising and managing the performance and activities of the eligibility and income maintenance functions of the agency. Duties, though similar to those of principal social welfare examiner, are broader in scale, are performed with more independence and involve a greater variety of related functions and the exercise of supervision over a greater number of subordinates. Work is performed under the general supervision of the Commissioner of Social Services. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists in the formulation of policies and procedures which relate to financial eligibility for the various programs administered by the local social services districts;
Interprets Federal, and local policies and programs as they relate to financial eligibility;
Plans, coordinates, supervise and manages activities within assigned area of responsibility;
Establishes necessary controls for determining staff performance and makes necessary performance evaluations;
Maintains cooperative relationships with other units and sections of the agency through administrative channels;
Maintains contact with community groups and other agencies in areas of responsibility.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of Federal, State and local social service laws and programs as they affect eligibility for financial assistance; comprehensive knowledge of agency's overall programs, policies and procedures; thorough knowledge of other laws and programs which may affect eligibility, such as Workmen's Compensation, Social Security and Unemployment Insurance; thorough knowledge of modern principles of supervision; ability to communicate and deal effectively with others; ability to plan, coordinate, manage and supervise the work of others and to evaluate their performance; ability to prepare reports; initiative, tact, judgment, leadership, emotional maturity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTION: Three (3) years of full-time permanent competitive status as a Sr. Social Services Worker or Coordinator of Child Support Enforcement in the Essex County Social Services Department.

OPEN COMPETITIVE:

- (a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and three years of experience in examining, investigating, or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, one year of which has been in a supervisory capacity; or
- (b) Graduation from a regionally accredited or New York State registered college or university with an Associates Degree and seven years of experience as defined in (a); or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

NOTE: *Study in a regionally accredited or New York State registered college or university or a business college registered by New York State may be substituted for the general experience, but not for the supervisory experience, on a year-for-year basis.*

Revised: 10/02/2014

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