

Department: Social Services  
Classification: Competitive  
Grade: 11

SPEC DISK C8  
DOCUMENT 05

### **SENIOR SOCIAL SERVICES WORKER**

**DISTINGUISHING FEATURES OF THE CLASS:** This supervisory position exists in the Department of Social Services. Incumbents in this class participate in the delivery of financial service programs including: Public Assistance, Medical Assistance, Food Stamps, Special Investigations, and Child Support Enforcement. The class differs from that of Social Services Worker by virtue of performing either supervisory responsibility or independent high level specialized work, whereas the Social Services Worker performs more routine work. The class also differs from that of Social Services Manager by virtue of having limited supervisory responsibility, whereas Social Services Manager functions as a unit head. The work is performed under the general supervision of a higher level employee with leeway allowed in the performance of work assignments. Supervision may be exercised over the work of subordinate employees. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Supervises the day-to-day work and provides technical assistance to a group of Social Services Workers in the provision of financial or support services;  
Specializes in difficult areas such as fraud investigations and court appearances for child support;  
Oversees and evaluates applicant's financial eligibility for assistance, determines initial categorical eligibility, evaluates available resource details in relation to financial eligibility;  
Supervises and recommends emergency grants as needed;  
Makes referrals for full field investigation where presumption of fraud is indicated;  
Supervises and compiles information necessary to obtain a Family Court order directing individuals to make support payments when voluntary agreement for payment cannot be reached;  
Prepares and computes budgets for the applicants;  
Contacts banks, insurance companies, employers to determine financial resources of individuals legally responsible for the support of others;  
Furnishes State Parent Locator Service with required information when local investigations fail to locate an absent parent.  
Supervises and advises applicants of eligibility determinations, the amount of assistance and when the first grant can be expected;  
Interviews unwed mothers in an effort to determine the feasibility of pursuing court action to establish paternity;  
Interviews applicants for financial service and support programs;  
Investigates applicants to elicit sufficient information to determine eligibility for financial service and/or location of absent parent to minimize need for financial aid;  
Compiles and prepares documentation and orders for hearings and court related to financial service programs, and may appear to testify at such legal hearings;  
Informs, advises, assists and refers applicants to internal and external services to maximize their self-sufficiency and minimize the need for financial service programs;  
Records information on paper and computer systems.

SENIOR SOCIAL SERVICES WORKER - CONTINUE

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Federal, State, and local laws, codes, and policies concerning the provision of social services financial programs including support services; good knowledge of other laws, codes and programs relating to the provision of human services; good knowledge of investigation techniques including interviewing procedures and practices; ability to communicate effectively both orally and in writing; ability to relate well with and supervise the work of others; ability to read and understand moderately complex written information; ability to plan and supervise the work of others; ability to analyze facts and use facts in determining financial eligibility; ability to keep records and reports both hard copy and computerized.

MINIMUM QUALIFICATIONS:

PROMOTION: One year of full-time permanent competitive status as a Social Services Worker or Support Investigator in the Essex County Social Services Department.

OPEN COMPETITIVE: Either:

(a) Graduation from a regionally accredited or New York State registered college with an associate degree and two years of experience in the provision of components of public or non-profit social services programs to clients or patients; or

(b) Graduation from high school or possession of an equivalency diploma and four years of experience as described above; or

(c) An equivalent combination of training and experience as described in (a) and (b) above.

Revised: August 30, 2004, August 23, 2023