

Department: Social Services
Classification: Competitive
Grade: 8

SPEC DISK C8
DOCUMENT 04

SOCIAL SERVICES WORKER

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Department of Social Services and involves responsibility to participate in the delivery of financial service programs including: Public Assistance, Medical Assistance, Food Stamps, and Child Support Enforcement Services. The work is performed in accordance with State and Federal regulations and department policy and involves responsibility in determining financial eligibility, investigations, in-depth interviewing, recommending amounts of assistance, frequently under stressful conditions, making appropriate referrals; and the processing and maintenance of a variety of forms and records. In addition, the incumbents may represent the department in court as custodian of record to ascertain the completeness of records. Depending upon unit and/or assignment, work is performed under the direct or general supervision of a higher level employee with leeway allowed in the performance of work assignments. Supervision is not normally a function of the class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Conducts investigations, including in-depth interviews to elicit sufficient information to approve, deny or determine the feasibility of a financial service program, make an appropriate referral, or proceed with further investigation;

Contacts by mail and telephone a variety of sources to document information on applications;

Keeps abreast of changing laws, regulations and policies in order to assure the correct provision of financial services and to perform related duties;

Redetermines or recertifies approval for a financial service;

Researches applicant status, prior history, and payment or grant history utilizing various electronic data storage and retrieval systems;

Records information on forms to be entered into electronic data storage and retrieval systems to record and update case records, to compute budgets, etc.;

Informs and advises clients/applicants on the services provided by the agency and on related services provided by other agencies;

Refers clients/applicants, as indicated, to the services divisions, or assists by referring or, to a limited degree, representing the client/applicant in securing other services, such as housing, employment, legal assistance, medical assistance, family planning, etc.;

Reviews certifications forms to determine that all statements are complete and consistent with every other item of information provided; where necessary for clarification or completion of certification form, asks applicants appropriate questions and makes necessary additions or corrections on the forms;

Makes evaluations of applicant's financial eligibility for assistance, may determine initial categorical eligibility, evaluates available resource details in relation to financial eligibility;

Makes referrals for full field investigation where resumption of fraud is indicated;

Interviews applicants for financial service programs;

Investigates applicants to elicit sufficient information to determine eligibility for financial service and/or location of absent parent to minimize need for financial support;

SOCIAL SERVICES WORKER - CONTINUED

Compiles and prepares documentation and orders for hearings and court related to financial service programs, and may appear to testify at such legal hearings;
Records information on paper and computer systems;
Informs, advises, assists and refers applicants to internal and external services to maximize their self-sufficiency and minimize the need for financial service programs;
Makes financial arrangements on behalf of clients with public utilities, landlords, and employers.
Conducts investigations to determine location of absent parent, or makes referral to locator service.
Compiles material and prepares documentation for court and may appear in court to testify to the completeness of records;
Compiles information to prepare a variety of court orders pertaining to child support enforcement;
May refer cases for further investigation when fraud is suspected.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of Federal, State, and local laws, codes, and policies concerning the provision of social services financial eligibility programs including support services; working knowledge of investigation techniques including interviewing procedures and practices; working knowledge of other laws, codes and programs relating to the provision of human services in support of social services programs; ability to communicate effectively both orally and in writing; ability to analyze facts and use facts in determining financial eligibility; ability to relate well with others under stressful conditions; ability to read and understand moderately complex written information; ability to analyze obtained information and determine its pertinence to financial service programs; ability to keep records and reports, both hard copy and computerized.

PROMOTIONAL:

(a) Twelve months of full time competitive status within the Department of Social Services in a title of Clerk, Account Clerk, Typist, Senior Clerk, Senior Typist, Senior Account Clerk, Senior Typist/Receptionist or Computer Operator.

OPEN COMPETITIVE: Either:

(a) Graduation from a regionally accredited or New York State Registered two-year college or university with an associate degree; or

(b) Graduation from high school or possession of a high school equivalency diploma AND two years of full-time paid (or the equivalent part-time and/or volunteer) experience in providing Human Services or Customer Service to the public;

(c) An equivalent combination of training and experience as defined within the limits of (a) and (b) above.

Revised Promotional Qualifications: 3/20/2019

Revised: 9/3/2021

Revised: 9/21/2021