

## **PRINCIPAL SOCIAL SERVICES EXAMINER**

**DISTINGUISHING THE FEATURES OF THE CLASS:** This position involves planning, coordinating, supervising and managing the performance and activities of a group of employees, units or sections depending on the organizational structure of the agency. Duties, though similar to those of a Senior Social Services Examiner, are broader in scale and are performed with more independence and involve a greater variety of related functions. The work is performed under the general supervision of the Director of Temporary Assistance and Employment with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Supervision is exercised over Senior Social Services Examiners and other subordinate staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Assists in the formulation of local policies and procedures which relate to financial eligibility for the various program administered by the local social services district;

Conducts training sessions for staff on policy/regulation changes;

Conducts training or coordinates training for new staff personnel;

Conducts interviews with potential employees and makes recommendations for hiring;

Testifies before the grand jury and at jury trials when necessary;

Handles complaints/concerns from clients, landlords, recipient advocates that cannot be resolved at lower levels;

Maintains extensive expertise with department computer systems (i.e., WMS, MMIS, BICS, ABEL, MBLE, FDR);

Interprets Federal, State and local policies and programs as they relate to financial eligibility;

Plans, coordinates, supervises and manages the activities within assigned areas of responsibility;

Establishes necessary controls for determining staff performance and makes necessary performance evaluations;

Reviews recommendations made by lower level examiners and approves or disapproves them;

Maintains cooperative relationships with other units and sections of the agency, through administrative channels;

Maintains contact with community groups and other agencies in area of responsibility.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of Federal, State and local social service laws and regulations as they affect eligibility for entitlement programs;

Thorough knowledge of the agency's overall programs, policies and procedures;

Good knowledge of other laws and program regulations as they affect eligibility (such as Worker's Compensation, Social Security, and Unemployment Insurance);

Good knowledge of modern principles of supervision;  
Ability to communicate well, and deal effectively with others;  
Ability to plan, coordinate, manage and supervise the work of others,  
and to evaluate their performance;  
Ability to interpret and apply complex written material to specific  
situations;  
Ability to develop and effectively present training materials on  
specific program content;  
Ability to gather information and prepare reports;  
Ability to operate a computer terminal;  
Ability to perform close, detail work involving considerable visual  
effort and strain;  
Good judgement;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A) Completion of three years (60 semester hours) of study in a regionally accredited or New York State approved college or university AND two years of experience in a position involving examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, two years of which must have been in a supervisory position; OR
- B) Graduation from high school or possession of an equivalency diploma and six 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, two year of which must have been in a supervisory position; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.