

## HEAD SOCIAL SERVICES EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory and administrative position involving responsibility for planning and coordinating the activities of groups of subordinates and clerical support staff involved in determining the financial and categorical eligibility of applicants for, and recipients of, assistance programs provided by the Department of Social Services. An incumbent has responsibility for the day-to-day operations of a satellite office location of the Department of Social Services. Work is performed under the general supervision of a Chief Social Services Examiner. General supervision is exercised over personnel assigned to a satellite office location. A Head Social Services Examiner does related work as required.

### TYPICAL WORK ACTIVITIES:

- Acts as a supervisory generalist of a satellite office to assure policies and procedures relating to financial and categorical eligibility for various programs are properly carried out;
- Contacts appropriate supervisors in main office when questions arise regarding policy applications or interpretations;
- Informs and instructs Senior Social Services Examiners on methods to utilize in guiding their subordinates in adapting to changes in policies, programs, regulations, procedures, and systems;
- Trains new Senior Social Services Examiners or other employees to perform functions necessary in reviewing the eligibility determinations of their subordinate, or in carrying out specific program duties;
- Conducts meetings and attends conferences to assure staff stays abreast and informed of changes, problems, approaches, and other matters associated with the work;
- Assigns work, establishing goals, work performance standards, and assuring deadlines are met;
- Responds to non-routine problems of clients, landlords, and others through telephone conversations, written communication, and personal meetings;
- Reviews records and reports generated by an electronic data processing system to monitor and evaluate department activities;
- Reports mechanical or structural problems concerning facilities, building, and equipment to maintenance staff for correction;
- Responds to personnel and labor contract problems in consultation with superiors or other appropriate persons;
- May address community groups and organizations concerning assistance programs administered by the department.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of Federal, State, and local social services laws and programs as they affect eligibility for assistance; thorough knowledge of agency's overall programs, policies, and procedures; good knowledge of other laws and programs which may affect eligibility, such as workmen's compensation, social security, and unemployment insurance; good 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; judgement; leadership; emotional maturity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

*PROMOTION:* One year of permanent competitive class service as a Principal Social Services Examiner, or two (2) years as a Senior Social Services Examiner or employment specialist.

*OPEN-COMPETITIVE:* Five (5) 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, one (1) year of which has been in a supervisory capacity.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 11/16/00