

## SOCIAL SERVICES EXAMINER TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: The work involves classroom and on-the-job training in acquiring skills to determine the financial and categorical eligibility of applicants for, and recipients of, assistance programs provided by the County Department of Social Services. The work involves personal interviews, the review and evaluation of various records, and the performance of some related clerical tasks in support of other workers involved in making eligibility determinations. The work is performed under the supervision of a Senior Social Services Examiner. Classroom training may be conducted by instructors provided through the State Department of Social Services. A Social Services Examiner Trainee does related work as required. *NOTE:* Trainee appointments consist of a probationary period, which extends to one year. At the end of the traineeship, incumbents receiving satisfactory ratings qualify for advancement to the title of Social Services Examiner without further examination.

### TYPICAL WORK ACTIVITIES:

- Attends training sessions to acquire and develop skills and learn policies and systems of the assistance programs provided by the Department;
- Provides information to clients and others on Department programs, services, and regulations through personal interviews, phone contacts, and writing;
- Conducts information gathering interviews with clients;
- Assists clients in completing applications for assistance and related documents;
- Reviews applications and related documents for completeness, accuracy, and consistency;
- Verifies information on applications and related documents through personal interviews, phone contacts, and field visits;
- Determines client eligibility for services and, where appropriate, determines the level of service that clients will receive through a comparison of data on the application and the standards for eligibility contained in statute, rules, and regulations;
- Calculates client budgets;
- Initiates forms reflecting client's status and eligibility, including changes in the status of clients receiving services;
- Assists clients in emergency situations including obtaining emergency grants where appropriate;
- Operates data entry machines to establish and adjust records, review data, and register information;
- Maintains lists of clients and makes contacts to notify clients of appointments with eligibility Examiners.

### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Ability to deal with people in a supportive, non-threatening manner; ability to read and understand written and quantitative information; ability to perform arithmetic computations with accuracy; ability to listen and make clear and accurate explanations of information; ability to recognize conflicting facts and missing information; ability to assimilate

facts quickly; ability to work under pressure; ability to organize one's own work; clerical aptitude; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- A) One (1) year of work experience involving the examination, investigation, or evaluation of claims for assistance, veteran's or unemployment benefits, insurance, or a similar program or service operating under established criteria for eligibility;

OR

- B) One (1) year of work experience involving substantial communication with adults involving persuasion, negotiation, explaining, or counseling. This experience must have involved the exercise of judgement in dealing with or responding to another person. (Typical jobs involving this experience may include customer service representatives, people providing personal services, people providing social services, interviewers, counselors, and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.);

OR

- C) An equivalent combination of experience as limited by A) and B) above.

NOTE: Study in a college or university may be substituted for the experience on a year for year basis.

Study must have been at a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your study was at an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

## CATTARAUGUS COUNTY CIVIL SERVICE

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