

Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Professional
Revised: 02/11/08
APPROVED BY NYS OTDA:

SOCIAL WELFARE EXAMINER – VIETNAMESE SPEAKING

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Oneida County Department of Social Services and involves responsibility for determining the eligibility of a client for the various programs administered by a local social services district, and for processing the assistance to be granted in accordance with established policies and procedures. Employees in this class may perform any or a combination of assignments in connection with determining eligibility, categorical classification, continued eligibility and income maintenance, depending upon the size, organizational structure and work activity needs of the respective social service district. Responsibilities include the review and evaluation of applications and records, and direct interviews with applicants and/or recipients. The work is performed under the supervision of a higher-ranking Social Welfare Examiner. Except for the required ability to speak Vietnamese, this class is identical to Social Welfare Examiner. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Reviews the certification/re-certification form to determine that all statements are complete and consistent with every other item of information provided;
Where necessary for clarification or completion of certification/re-certification form, asks applicants/recipients appropriate questions and makes necessary additions or corrections on the form;
Makes an evaluation of applicant's/recipient's eligibility for assistance, may determine initial categorical eligibility and evaluates available resource details in relation to eligibility;
Prepares and computes budget for the applicant and/or recipient;
Advises applicant/recipient of the eligibility determination, the amount or type of assistance and when the assistance begins;
Advises the applicant/recipient regarding the program under which he/she is eligible for assistance and any documentation of additional information which is necessary for final program classification;
Recommends emergency assistance as needed;
Makes re-determinations of eligibility;
Advises the applicant/recipient about his/her duty to keep the agency informed of any change in status which may affect eligibility for assistance;
Informs applicants/recipients regarding the range of services in the agency;
If mandatory, requested by applicant or client, or need for services is indicated, refers the applicant or recipient to social service section or to other specialists such as resources, housing, employment, legal, medical, support, etc.;
May make home visits;
Makes referrals for full field investigation where presumption of fraud is indicated.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of Federal, State and local social services laws and programs as they affect eligibility for assistance; familiarity with other laws as they affect eligibility, such as Worker's Compensation, Social Security and Unemployment Insurance; ability to deal effectively with others; ability to analyze facts obtained and use facts in making judgments regarding eligibility; ability to prepare written material; ability to operate a computer; ability to understand and follow written and oral directions.

MINIMUM QUALIFICATIONS: Either:

- (A) Successful completion of sixty (60) credit hours at a regionally accredited or New York State registered college or university, of which at least thirty (30) credit hours were completed in social work, sociology, psychology or a related field** ; **OR**
- (B) Successful completion of thirty (30) credit hours at a regionally accredited or New York State registered college or university, of which at least fifteen (15) credit hours were completed in social work, sociology, psychology or a related field** **AND** one (1) year experience examining, investigating, interviewing, or evaluating claims and/or complaints; or in customer service* ; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma, **AND** two (2) years of experience examining, investigating, interviewing, or evaluating claims and/or complaints; or in customer service*.

***Customer Service:** Cashier experience will not be acceptable as a qualification.

****Related Field:** May include the fields of business, criminal justice

NOTE: Verifiable part-time/and or volunteer experience as defined in (B) above will be pro-rated toward meeting full-time experience requirements.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner. The incumbent must possess a valid New York State driver's license at time of appointment and must maintain license throughout appointment.

Adopted: 08/28/97
Revised: 10/15/97, 02/11/08