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## CHAUTAUQUA COUNTY DEPARTMENT OF HUMAN RESOURCES

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# **SOCIAL WELFARE EXAMINER** **AND** **SOCIAL WELFARE EXAMINER (SPANISH SPEAKING)**

Chautauqua County Department of Health and Human Services is actively seeking qualified applicants to fill various Social Welfare Examiner and Social Welfare Examiner (Spanish Speaking) positions located throughout Chautauqua County offices (Dunkirk, Jamestown, and Mayville, New York). Social Welfare Examiners are responsible for determining financial eligibility, categorical classification, continued financial eligibility and income maintenance depending on the size, organizational structure and work activity needs of the social service district. The work involves the review and evaluation of applications and records and direct interviews with applicants.

Positions are full-time, Monday through Friday, 35 hours per week starting at \$19.76/hour. Chautauqua County Government also offers a comprehensive benefit package including Dental, Health, and Vision Insurance, Employee Assistance Program, Retirement Savings Programs, Paid Time Off, May Qualifies for Federal Student Loan Forgiveness Programs, and much more.

**Minimum Qualifications:** Graduation from high school or possession of a high school equivalency diploma and either:

- A. Successful completion of at least 60 semester credit hours of study at a regionally accredited or New York State registered college or university; OR
- B. Two (2) 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

Positions are being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title.

**Application Process:** Interested candidates must complete an original Chautauqua County Government Application for Employment/Examination available on the county's website: [chqgov.com](http://chqgov.com) and return it to Chautauqua County Department of Human Resources, Gerace Office Building – Room 144, 3 North Erie St, Mayville, NY 14757.

*Chautauqua County Government is an Equal Opportunity Employer*

### **SOCIAL WELFARE EXAMINER/SOCIAL WELFARE EXAMINER (SPANISH SPEAKING) JOB DESCRIPTION**

**DISTINGUISHING FEATURES OF THE CLASS:** May perform any or a combination of assignments in connection with determining financial eligibility, categorical classification, continued financial eligibility and income maintenance depending on the size, organizational structure and work activity needs of the social service district. The work involves the review and evaluation of applications and records and direct interviews with applicants, particularly those that are Spanish speaking. Work is performed under the supervision of a higher-ranking Social Welfare Examiner. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Reviews the 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 form, asks applicants appropriate questions and makes necessary additions or corrections on the form;
- Makes an evaluation of applicant's financial eligibility for assistance, may determine initial

- categorical eligibility, evaluates available resource details in relation to financial eligibility;
- Prepares and computes budget for the applicant;
- Advises applicant of the eligibility determination, the amount of assistance, and when the first grant can be expected;
- Advises the applicant about the program under which he is eligible for assistance and any documentation or additional information, which is necessary for final program classification;
- Recommends emergency grants as needed;
- Makes re-determinations of financial eligibility;
- Explains the validation process of the applicant;
- Advises the applicant about his duty to keep the agency informed of any change in status which may affect his eligibility for assistance;
- Informs applicants about the range of services in the agency;
- If mandatory, or requested by applicant or clients, or need for services is indicated, refers applicant to social services section, or to other specialists, such as, resources, housing, employment, legal, medical, etc.;
- Makes referrals for full field investigation where presumption of fraud is indicated;
- Determine on-going eligibility by 6 month interview and review of cases;
- Process undercare changes in a timely manner as mandated by the regulations;
- Answer phone calls and questions for clients - maintain phone log;
- Attend and participate in training and team meetings;
- May occasionally conduct home and/or hospital visits to determine eligibility as needed.

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

Knowledge of federal, state and local social services laws and programs as they affect eligibility for financial assistance and money payments; familiarity with other laws as they affect eligibility, such as Workmen'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 understand and follow directions; fluency in the Spanish language; good powers of observation and perception, initiative; tact; judgment; emotional maturity; physical condition commensurate with the demands of the position.

**MUST MEET MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and **EITHER**:

- A. Successful completion of at least 60 semester credit hours of study at a regionally accredited or New York State registered college or university; **OR**
- B. Two (2) 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; **OR**
- C. A satisfactory equivalent combination of experience and training as defined by the limits of (A) and (B) above, with one year of experience equal to 30 semester credits.