

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: COMPETITIVE
APPROVED: APRIL 15, 2013

CHIEF SOCIAL SERVICES WORKER

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving considerable independent responsibility for the supervision and coordination of financial eligibility determination for the various programs administered by the local Social Services District. Duties, though similar to those of Senior Case Manager, Senior Employment Case Manager and Principal Social Services Worker, are broader in scale, are performed with more independence and involve a greater variety of related functions and the exercise of supervision over a greater number of subordinates. Work is performed under the general supervision of the Director of Eligibility. Depending upon the examining workload and organizational structure, may head the financial eligibility section or validation section in a large agency and in the very largest agencies may supervise a unit responsible for determining financial eligibility for the various programs administered by the local Social Services District. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Assists in the formulation of local policies and procedures that relate to financial eligibility for the various programs administered by the local Social Services Districts;
2. Interprets Federal, State and local policies and programs as they relate to financial eligibility;
3. Plans, coordinates, supervises and manages the activities of the financial eligibility determination section or the validation section;
4. Establishes necessary controls for determining staff performance and makes necessary performance evaluations;
5. Maintains cooperative relationships with other units and sections of the agency through administrative channels;
6. Maintains contact with community groups and other agencies in relation to financial eligibility.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of Federal, State and local Social Services Laws and Programs; comprehensive knowledge of the agency's overall programs, policies and procedures; thorough knowledge of other laws and programs which may affect eligibility, such as Workmen's Compensation, Social Security and Unemployment Insurance; comprehensive knowledge of modern principles of supervision and management; 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; good judgement; leadership; emotional maturity; physical condition to commensurate with the position.

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS:

Two (2) years of permanent competitive status as a Principal Social Services Worker, Senior Employment Case Manager or Senior Case Manager.

OPEN COMPETITIVE: EITHER:

- (A) Completion of two (2) years (60 credit hours) from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees **and** four (4) years of experience in the provision of a financial social welfare program, or investigating, or substantially similar work, two (2) years of which must have been in a supervisory capacity;
- OR: (B) Graduation from high school or possession of an equivalency diploma **and** six (6) years of experience as described above, two (2) years of which must have been in a supervisory capacity;
- OR: (C) An equivalent combination of training and experience as described in (A) and (B) above.