

## HEAD SOCIAL WELFARE EXAMINER

**DISTINGUISHING FEATURES OF THE CLASS:** This is an administrative position involving responsibility for planning, coordinating and supervising the performance and activities of a large unit or section of employees involved in the delivery of financial service programs. The duties, though similar to those of a Principal Social Welfare Examiner, are broader in scope and are performed with more independence. Work is performed under the general supervision of a Unit Director with wide leeway allowed in the determination of subordinate work assignments. Supervision is exercised over the work of others. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Participates in the formulation of local policies and procedures relating to the administration of the various financial service programs provided by the agency;

Interprets and communicates Federal, State and local laws, codes, policies and programs as they relate to financial service programs;

Plans, coordinates, supervises and manages the activities of a large unit or section of the agency;

Establishes necessary controls for determining staff performance and makes necessary performance evaluations;

Maintains cooperative relationships with other divisions of the agency through administrative channels;

Maintains contact with community groups and other agencies to facilitate communications and the delivery of financial services.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of Federal, State and local laws, codes and policies relative to the provision of social welfare financial programs; thorough knowledge of other laws, codes and programs relative to the provision of human services; thorough knowledge of interviewing procedures and practices; thorough knowledge of modern principles and practices of supervision and administration; ability to plan and supervise the work of others; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships; ability to read, understand and analyze complex written information; good powers of observation and perception; initiative; tact; patience; good judgment; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- A. Possession of a bachelor's degree and three (3) years of full-time aid experience examining, investigating or evaluating claims for assistance, veterans or unemployment benefits,

insurance or a similar program operating under established criteria for eligibility, at least two (2) years of which must have been in a supervisory capacity; **OR**

- B. Possession of an associate's degree and five (5) years of full-time paid experience examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, at least two (2) years of which must have been in a supervisory capacity; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and seven (7) years of full-time paid experience examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, at least two (2) years of which must have been in a supervisory capacity; **OR**
- D. An equivalent combination of training and experience as indicated in A, B or C above.

Note: College level study may be substituted for the above required work experience; thirty (30) semester credit hours are considered the equivalent of one year of full-time work experience.

ULSTER COUNTY  
3390 HD SWE  
Classification: Competitive  
Grade: 15A  
Union: CSEA

Revised: March 17, 1989