

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

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class participates in the delivery of financial service programs including: Public Assistance, Medical Assistance and/or Food Stamps. The work is performed in accordance with regulation and department policy and involves in depth interviewing, frequently under stressful conditions; making appropriate referrals; and, the processing and maintenance of a variety of forms and records. Except for the required ability to speak, read and write the Spanish language, as well as the English language, this class is identical to that of Social Welfare Examiner. Work is performed under the supervision of a higher level employee with some leeway allowed in the performance of work assignments. Supervision is not normally a function of this class. 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.

Conducts in-depth interviews to elicit sufficient information to approve or deny the applicant's financial eligibility for assistance and determines categorical eligibility, communicating in Spanish and English when necessary;

Makes field visits to obtain information to verify eligibility, communicating in Spanish and English when necessary;

Recommends emergency grants as needed;

Computes budgets and adjustments for on going cases;

Keeps abreast of changing laws, regulations and policies in order to assure correct provision of financial services and to perform related duties;

Prepares fair hearing summaries and other reports as necessary;

Re-determines or re-certifies, approval for a financial service;

Records information on forms to be entered into electronic data storage and retrieval systems to records and update case records, to compute budgets, etc.;

Informs and advises clients/ applicants on the services provided by the agency on related services provided by other agencies, communicating in Spanish and English when necessary;

Refers clients/ applicants, as indicated, to other agencies, divisions, and/ or units to assist clients in obtaining other services such as: housing, employment, child support, etc., communicating in Spanish and English when necessary;

Makes referrals for full field investigation where presumption of fraud is indicated.

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

Good knowledge of Federal, State and local laws, codes and policies concerning the provision of social welfare financial programs; working knowledge of interviewing procedures and practices; ability to acquire knowledge of other laws, codes and programs relating to the provision of human services; ability to communicate effectively both orally and in writing; ability to relate well with others under stressful conditions; ability to read and understand moderately complex written information; ability to analyze obtained information and determine its pertinence to financial service programs; ability to read, write, speak, communicate and understand English and Spanish; working oral and written language proficiency in the Spanish language with understandable, smooth expression at a conversational level of communication; good powers of observation and perception; initiative; tact; good judgment; patience.

**MINIMUM QUALIFICATIONS:** Either:

- A. Possession of an associate's degree and one year 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; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and three (3) 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; **OR**
- C. An equivalent combination of training and experience as indicated in A and B above.

**Special Requirement:** At time of appointment, and throughout employment in this title, candidates must possess a valid New York State driver's license.

**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.

**Special Requirement:** Incumbents in this position must have a working oral and written language proficiency in the Spanish language with understandable, smooth expression at a conversational level of communication by the end of their probationary period.

ULSTER COUNTY  
6843 SWE SS  
Classification: Competitive  
Grade: 10A  
Union: CSEA

Adopted: March 21, 2018