

SOCIAL WELFARE EXAMINER TRAINEE (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is an entry level traineeship in the Department of Social Services. Appointees to this class are provided training for a period of not less than one year consisting of classroom and on the job segments designed to provide essential knowledges and some skills in connection with determining eligibility for financial service programs and verifying continued eligibility. The appointee will be assigned limited duties and gradually, as experience in the social welfare programs is gained, the workload will be increased and the employee will take on more complex duties and greater independence in the delivery of financial service programs including: Public Assistance, Medical Assistance and Food Stamps. In order to be promoted to the full performance position of Social Welfare Examiner (Spanish Speaking), an incumbent must have met the following criteria: (1) served at least one year in the Trainee title; (2) attained permanent appointment in the Trainee title; and (3) successfully completed their probationary period. 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 Trainee. Work is performed under the direct supervision of a higher level employee. Supervision is not 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.

Receives classroom and on the job training in interviewing techniques, Federal, State and local laws and policies concerning the provision of social welfare programs and related human service programs;

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 or English when necessary;

Trains in and computes budgets and adjustments for on going cases;

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

Trains in and redetermines or recertifies, approval for a financial service;

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

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

Trains in and 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 or English when necessary;

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

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Ability to acquire knowledge of Federal, State and local laws, codes and policies concerning the provision of social welfare financial programs; ability to acquire knowledge of other laws, codes and programs relating to the provision of human services; ability to acquire knowledge of interviewing procedures and practices; 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 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; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and two (2) 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
6852 SWE TR SS
Classification: Competitive
Grade: 9A
Union: CSEA

Adopted: March 21, 2018