

ASSISTANT SUPERVISING ELIGIBILITY EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for assisting in planning, coordinating and supervising the activities of a work unit(s) engaged in determining categorical classification and financial eligibility for the various Temporary Assistance benefits and services the department provides. Departmental programs and services include the provision of emergency shelter, financial assistance, medical assistance, Medicaid, food stamps, housing, child support enforcement, day care, and a number of other programs designed to assist customers in need. Work is performed in accordance with all laws, rules, regulations and policies as set forth by the New York State Department of Social Services as well as all other departmental protocols. This class differs from the Eligibility Examiner by the scope and complexity of assignments, and in that, the Assistant Supervising Eligibility Examiner may supervise a small number of Eligibility Examiners. The Assistant Eligibility Examiner is expected to supervise subordinate eligibility and clerical support staff to effectively manage workflow and in ensuring determinations regarding initial and on-going eligibility are handled consistently and in accordance with the New York State law and departmental procedures. Incumbents also manage complex cases involving intra-agency collaboration, take part in projects requiring the analysis of service delivery systems, coordinate a variety of administrative functions, and participate in meetings with higher-level managerial staff to enhance existing operations and devise new service delivery systems and programs as needed. Independent judgment is exercised within prescribed policies and procedures. Supervision may be exercised over a small number of Eligibility Examiners in smaller units or program areas; supervision is exercised over lower level eligibility and clerical support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Provides training to new workers, as well as ongoing training for experienced workers; monitors the progress of both to ensure that work performed is in accordance with all rules, regulations, policies and procedures;

Conducts regular audits of caseloads to ensure accuracy and compliance to required standards and productivity goals;

Conducts special projects and ensures that the implementation and coordination of initiatives comply with stated goals and objectives;

Participates in unit planning and management to ensure smooth and effective workflow and to ensure adequate staff coverage to manage ongoing caseloads;

Compiles written reports and statistical data of unit activities and analysis of same, as requested;

Provides supervision and direction to subordinate staff, including assignment of cases and assessment of work performance;

Interviews applicants in order to secure required information and documentation, in order to evaluate financial eligibility for assistance and determine the initial categorical eligibility for benefits;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Establishes procedures for the intake, assignment and control of cases for either investigation or review prior to scheduling for the Family Court calendar;

Establishes and implements procedures for conducting location and financial investigations to monitor the enforcement of both voluntary and court ordered support agreements including collections and arrears, for the review and preparation of cases, and as assigned, for entry on the Family Court calendar;

Establishes and maintains effective working relationships with the Family Court, Department of Probation, District Attorney's Office as well as community groups;

Monitors support collections and arrears;

Provides direction and problem solving with the more complex or difficult eligibility or classification cases based on experience and knowledge of policies and regulations governing eligibility and available resources;

Serves as expert resource for subordinate staff for problem solving, regulation, interpretation, and implementing administrative controls;

Controls and verifies current case data in automated management systems to ensure accuracy, completeness, and to enable follow-up and statistical analysis;

Reviews and participates in the examination of certification documents to ensure that all statements are complete and accurate, and refers deficient documents back for additional documentation or information for final approval;

Approves the financial eligibility of the applicant including both present and potential income resources;

May provide applicant/recipient with interpretation of Social Services rules, regulations and guidelines and about programs, for which they are eligible;

Approves emergency grants as needed;

Makes re-determinations or categorical financial eligibility;

May make field trips for the purpose of certifying and recertifying homebound applicants/recipients;

Refers applicants/recipients to other departmental services or specialists as requested by the applicant/recipient or as perceived by the Assistant Supervising Eligibility Examiner;

Completes statistical reports as requested;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Appears at administrative or judicial proceedings when required to interpret or explain work performed relating to decisions or applicants;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of federal, state, and local social services laws and programs as they affect eligibility for financial assistance; knowledge of laws and programs as they affect eligibility, such as Workers' Compensation, Social Security and Unemployment Insurance; ability to deal effectively with others; ability to supervise the work of other; ability to analyze facts obtained and use facts in making decisions regarding eligibility; ability to communicate both orally and in writing; ability to understand and follow both written and oral directions; ability to perform basic mathematical calculations; ability to interview in order to elicit sufficient information required by federal, state, and local directives and the ability to assess the information provided; ability to communicate to clients their obligations, responsibilities, and rights; ability to write clearly and concisely; ability to relate to clients in an understanding and objective manner; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; tact; good judgment; emotional maturity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and two years of experience where the primary function of the position was the examination, investigation, or evaluation of requests for financial entitlements or eligibility which must have included interviewing clients for evaluative and assessment purposes.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.