

SUPERVISING ELIGIBILITY EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for 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 is distinguished from the Assistant Supervising Eligibility Examiner in that incumbents are expected to supervise Eligibility Examiners to effectively manage workflow and in ensuring eligibility 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 is exercised over several Eligibility Examiners, lower level eligibility and clerical support staff. Does related work as required

EXAMPLES OF WORK: (Illustrative Only)

Supervises staff and reviews their eligibility recommendations made by unit staff and either approves or disapproves eligibility determinations and grant issuances in accordance with Social Service laws, rules, and regulations;

Coordinates the activities of a work unit by establishing priorities and setting goals and objectives to ensure that quality and quantity of work is provided;

Trains new staff members and provides ongoing training to ensure subordinates are performing functions in accordance with New York State laws, rules, policies and guidelines as well as departmental rules and policies;

Ensure the implements changes in policies and procedures as directed; ensures that all staff are informed of and trained in the application of new or revised regulations and/or policies and procedures;

Supervises the maintenance of all required records including current case data in automated database management systems as appropriate to the program area assigned;

Evaluates the work performance of staff to ensure that appropriate standards are met;

Initiates disciplinary action, when required, by referral to a higher administrative authority before taking action;

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

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

Establishes and implements procedures for conducting location and financial investigations; monitoring enforcement of support agreements (voluntary and court ordered) including collections and arrears; and for the review and preparation of cases, as assigned, for entry to the family Court calendar;

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

Monitors support collections and arrears;

Participates in the development of policies and procedures of a unit, office, and/or department, and reviews agency policies and procedures on an ongoing basis in order to keep workers informed of any changes;

Evaluates, plans, monitors and initiates corrective action measures to address management systems and program issues, as directed;

Participates in in-service training programs (including internal assignments to Central Office program areas up to a maximum of one year) in order to develop skills and keep abreast of the field of Social Services;

Assigns special unit projects in coordination with superiors; monitors the assignment through completion;

Maintains cooperative relationships with other units and sections of the agency through administrative channels;

Maintains contact with community groups and other agencies in the area of assigned responsibility;

Refers cases for full field investigation when a fraud is indicated or suspected;

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:

Thorough knowledge of federal, state and local Social Services laws and programs as they affect eligibility for financial assistance; thorough knowledge of Federal and State laws as they apply to child support enforcement; thorough knowledge of the State Department of Social Services regulations, policies and procedures; thorough knowledge of other laws which may affect eligibility such as Workers' Compensation, Social Security and Unemployment Insurance, etc.; thorough knowledge of the principles and practices of supervision; ability to communicate and deal effectively with others; ability to plan and supervise the work of others and evaluate their performance; ability to communicate both orally and in writing; ability to prepare accurate and clear written reports; 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; leadership; emotional maturity; physical condition commensurate with the demands of the position.

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

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*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.