



Ontario County Department of Human Resources
3019 County Complex Drive
Canandaigua, NY 14424
www.co.ontario.ny.us ~ ~ (585) 396-4465

Vision: A vibrant community where every citizen has the opportunity to be healthy, safe and successful

Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community

JOB OPENING NOTICE

JOB POSTING #: _____ **POSTING DATE*:** FROM: _____ TO: _____

JOB TITLE: _____

RATE OF PAY: _____

LOCATION: _____

MINIMUM QUALIFICATIONS AS SHOWN ON JOB DESCRIPTION

APPLICATION DEADLINE / LAST FILING DATE*: _____

* Last filing date established for an announced exam always supersedes posting date.

HOW TO APPLY: All applications must be received through the [Ontario County Civil Service Employment Portal](#).

Ontario County is an Equal Opportunity Employer and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status, disabilities or, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

Rev. 7/22/2020

SOCIAL WELFARE EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: This is an entrance level position involving the determinations of financial eligibility for the public assistance, Medicaid, or food stamp programs, administered by the Department of Social Services. Employees of this class may be assigned to specific functional areas either at the main department or a satellite branch. The employee determines initial and continuing eligibility for basic assistance, Medicaid, or food stamps in accordance with established policies and procedures. An Examiner is responsible for application and case record review, interviewing clients and computing budgets as part of the eligibility determination process. An Examiner recognizes needs of clients and refers them as appropriate. Examiners work under direct supervision from either a Senior or Supervising Examiner. Supervision of others is not normally a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Interviews clients to secure information required for eligibility determinations for the public assistance, Medicaid, or food stamp program;
 Evaluates applicant's financial eligibility for assistance including client's available resources as it relates to his/her eligibility;
 Responds to emergencies and assists homeless individuals and families to secure shelter;
 Prepares budget worksheets and computes financial eligibility;
 Reviews and evaluates applications and case records for accuracy, completeness, and consistency of information;
 Advises client of eligibility determinations, amount and frequency of cash grant or food stamp issuance, or level of Medicaid coverage;
 Explains, applicable rules, regulations, and policies to the clients and recognize, and address, communication barriers, to ensure client's understanding;
 Secures required verifications from client and various internal and external service areas for appropriate action;
 Identifies and addresses a client's barriers to self-sufficiency;
 Evaluates and refers clients for participation in work reform programs;
 Completes appropriate paperwork for case disposition;
 Corrects errors on Authorization Forms and files alphabetically within a case load;
 Discusses proposed and completed case action with supervisor;
 May attend formal or informal training classes regarding policy and procedures.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of interviewing techniques; ability to structure and control an interview; ability to create an atmosphere conducive to interviewing; arithmetic ability; ability to recognize inconsistencies in client information; ability to use and operate computers and related peripheral equipment; ability to read and apply established rules, regulations, policies, schedules, and codes to the processing of cases; ability to explain rules, regulations, and policies to clients; ability to communicate effectively, both orally and in writing; ability to recognize and deal effectively with client's communication barriers; ability to work in a high-stress, emotionally charged environment; ability to recognize the need for service referrals; ability to organize time and work; ability to select and apply standard forms; patience; tact; physical condition commensurate with demands of the position.

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SOCIAL WELFARE EXAMINER

QUALIFICATIONS:

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS: Either:

- 1) Possession of an Associate's Degree, or higher; OR
- 2) Graduation from high school or possession of a high school equivalency diploma AND two (2) years full-time paid experience, or its part-time equivalent:
 - a. Examining or evaluating claims for assistance, veterans or unemployment benefits, medical insurance or a similar program that operates under established criteria for eligibility; AND/OR
 - b. Providing direct human or education-related services to clients in a public or private human services agency.

SPECIAL NOTE: EDUCATION: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL REQUIREMENT FOR APPOINTMENT: Certain assignments made to employees in this class will require access to transportation to meet field work assignments made in the ordinary course of business in a timely and efficient manner.

REVISED: 3/25/08; 4/3/19; 4/7/20, 9/12/22

CIVIL SERVICE CLASSIFICATION: COMPETITIVE