

DIRECTOR OF ELIGIBILITY

DISTINGUISHING FEATURES OF THE CLASS: This is administrative work involving both the responsibility for planning, coordinating, supervising and managing multiple Social Services programs, as well as monitoring, coordinating and implementing the effective delivery of operations and services particularly relative to program eligibility. Responsibilities include administration programs such as Temporary Assistance to Needy Families, Safety Net, HEAP and Food Stamps, medical assistance programs such as Personal Care and Long Term Care, Employment and Training and Work Force Investment Act. Additionally, the incumbent of this position may oversee administrative computer and database systems such as the Welfare Management System (WMS). Work is performed under general supervision, requiring the exercise of independent judgment in carrying out details of the work. Direct supervision is exercised over a large number of subordinate staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists in the formulation of local policies and procedure which relate to financial eligibility for the various programs administered by the local social services districts;  
Interprets Federal, State and local policies and programs as they relate to financial eligibility;  
Plans, coordinates, supervises and manages activities within assigned area of responsibility;  
Plans and supervises the development of procedures for reviewing, analyzing and evaluating various component segments of the agency's eligibility programs;  
Coordinates services with other human services available in the local jurisdiction;  
Establishes necessary controls for determining staff performance and makes necessary performance evaluations;  
Maintains cooperative relationships with other units and sections of the agency, through administrative channels;  
Maintains contact with community groups and other agencies in area of responsibility;  
Performs a variety of related activities as required.

*Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of Federal, State and local social services laws and programs as they affect eligibility for financial assistance; comprehensive knowledge of agency's overall programs, policies and procedures; thorough knowledge of other laws and programs which may affect

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eligibility, such as workers' compensation, social security and unemployment insurance; thorough knowledge of labor and poverty economics and social science concepts related to poverty and unemployment; thorough knowledge of modern principles of supervision; good knowledge of local occupational conditions and trends; ability to communicate effectively, both orally and in writing; ability to plan, coordinate, supervise and evaluate the work of others; ability to prepare reports; initiative; tact; good professional judgment; leadership.

MINIMUM QUALIFICATIONS:

- a) Bachelor's degree in social work, human services, public administration, business, psychology or a related field, and four (4) years experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or substantially similar work in determining eligibility, two (2) years of which was in a supervisory or administrative capacity; or
- b) Bachelor's degree, and six (6) years experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or substantially similar work in determining eligibility, three (3) years of which was in a supervisory or administrative capacity; or
- c) An equivalent combination of training and experience as indicated in a) and b) above.

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

SPECIAL REQUIREMENT:

Access to transportation may be required to complete possible field work assignments in a timely and efficient manner.