

## SENIOR SOCIAL SERVICES SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is a professional position with added leadership functions and higher level responsibilities than Social Service Specialist. The class differs from Social Service Specialist by virtue of either supervisory responsibility or high level specialized work. Duties include participation in case management and delivery of financial service programs such as temporary assistance, medical assistance and food stamps. Additional duties may be assigned, relating to limited supervisory responsibility or specialized work that requires thorough knowledge of an area such as in temporary assistance, medical assistance or food stamps. Work is performed under general supervision of a higher level employee with leeway allowed for the performance of work assignments. Supervision is exercised over the work of subordinate employees. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

May be assigned any of the activities outlined in the class specification for Social Services Specialist, and in addition will be assigned one or more of the following:

1. Supervision of the day-to-day work activities of a unit and providing technical assistance and training to a group of social service workers in the provision of financial services, as well as approving or disapproving worker's recommendations;
2. Establishes necessary controls for determining staff performance and makes necessary performance evaluations;
3. Undertakes special or developmental projects; may analyze data and complete reports as required;
4. Assists in the formulation of policies and procedures and interprets federal, state and local policies and programs;
5. 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.*

WHEN ASSIGNED TO CASE REVIEW/QUALITY CONTROL SECTION:

Utilizes established departmental procedures and techniques of case monitoring, including desk and field audits, insures compliance with all program rules, regulations and procedures as well as federal, state and local laws as they relate to initial and continuing eligibility for assistance and services;

Reviews documents available in the agency's files and computer matches to verify eligibility and/or to determine the additional action necessary to verify eligibility;

Contacts cooperating agencies to verify client's eligibility;

Makes field visits, when necessary, to verify information relevant to Case Review/Quality Control, obtains corroborative written or recorded documentation in cases of possible ineligibility;

Appears at administrative or judicial proceedings when required to interpret case actions;

Interviews applicants and recipients, and, as needed, collateral contacts re documentation of eligibility for public assistance;

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Reports findings of investigation; makes recommendations for proper disposition of cases reviewed, i.e., reduce grant, close case, release grant, refer to law enforcements;  
Prepares required statistical reporting appropriate to action;  
Provides feedback on validity of decision to the agency to pinpoint causes of error;  
Monitors audit reports to insure maximization of Federal reimbursement.  
Performs a variety of related activities as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND

PERSONAL CHARACTERISTICS: Good knowledge of applicable federal, state and local laws, regulations, rules and procedures governing the area of assignment; good knowledge of the principles and practices of case management; good knowledge of the aims and methods of private and public social agencies; good knowledge of the community and its resources as they relate to the department's programs; good knowledge of current social and economic problems and their impact on the department's client group; skill in interviewing, researching and investigating in order to elicit and verify required information; ability to select, interpret and apply agency policy, procedures and regulations; ability to manage time effectively and to organize facts and information logically; ability to analyze and evaluate numerical and narrative information; ability to communicate effectively both orally and in writing; ability to interact with persons of various ethnic, cultural and economic backgrounds; ability to deal calmly, objectively, tactfully and sensitively with clients or others who may be under physical or emotional stress; ability to maintain accurate and appropriate records; initiative; integrity; patience; good judgment.

MINIMUM QUALIFICATIONS:

Associate's degree and two (2) years experience in the provision of financial social service programs or substantially similar work.

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.

SUBSTITUTION NOTE: Post-secondary level education may be substituted for one (1) year of the required experience indicated above on the basis of thirty (30) college credits per year of experience.

FOR PROMOTION:

Either Associate's Degree or above, or current attendance and enrollment towards an Associate's Degree or above and one (1) year permanent competitive class status as a Social Service Specialist.

SPECIAL REQUIREMENT:

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