

## SOCIAL SERVICE SPECIALIST I

DISTINGUISHING FEATURES OF THE CLASS: Incumbents of this class are responsible for the management of a case load which provides basic social services public assistance, medical assistance or food stamps, insuring that service and assistance levels are maintained as established from initial assessments, or that necessary changes are made consistent with appropriate individual client circumstances and established regulations and procedures. Incumbents participate in the delivery of financial service programs for public assistance, medical assistance and food stamps. The class differs from that of the Social Service Specialist (Trainee) by virtue of its being at the full performance level. Depending on the unit and/or assignment, work is performed under the direct or general supervision of a higher level employee with leeway allowed in the performance of work assignments. Supervision is not normally a function of the class but may occur on a limited basis, as appropriate. Performs related work as required.

### TYPICAL WORK ACTIVITIES: (Illustrative only)

Provides or arranges for assistance and services for assigned clients consistent with established regulations, procedures and individual case plan;

Conducts investigations including in-depth interviews to elicit sufficient information to approve, deny or determine feasibility of establishing a financial service program, make an appropriate referral, or proceed with further investigations on a case;

Initiates necessary transactions caused by any change in the client's personal, family or financial situation consistent with established laws, rules, regulations and procedures;

Contacts by mail and telephone a variety of sources to document information on applications;

Keeps abreast of changing laws, regulations and policies in order to assure the correct provision of financial services and to perform related duties;

Redetermines or recertifies approval for a financial service;

Records information on forms to be entered into electronic data storage and retrieval systems to record and update case records, to compute budgets, etc.;

Informs and advises clients/applicants on the services provided by the agency and on related services provided by other agencies;

Refers clients/applicants to other service divisions or assists by referring or to a limited degree representing the client/applicant in securing other community services such as housing, employment, legal assistance, health care, family planning, etc.;

Makes contact with public utilities, landlords, employers and others to obtain information for case management;

Refers cases for further investigation when fraud is suspected;

May complete a variety of reports relative to client cases;

Makes field visits as necessary as part of the eligibility process;

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May appear at administrative or judicial proceedings when required to interpret decisions regarding eligibility;  
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: Good knowledge of applicable federal, state and local laws, regulations, rules and procedures governing the area of assignment; working knowledge of the aims and methods of private and public social agencies; working knowledge of the community and its resources as they relate to the department's programs; working 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 sufficient records; initiative; integrity; patience; good judgment.

MINIMUM QUALIFICATIONS:

Associate's degree and one (1) year of experience in the examination, investigation or evaluation of requests for financial entitlements or eligibility in compliance with State and/or Federal laws and rules regulating benefits issuance which includes interviewing for evaluative and assessment purposes or substantially similar work.

FOR PROMOTION:

Associates Degree or above, or current attendance and enrollment towards an Associates Degree or above, and successful completion of a traineeship for Social Service Specialist.

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.