

SOCIAL WELFARE SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS:

This is a high-level technical position assigned to the Department of Community and Family Services. Incumbents in this class participate in the delivery of financial service programs including: Temporary Assistance, Medicaid, Supplemental Nutrition Assistance Program (SNAP), Special Investigations, and Child Support Enforcement. In addition, the incumbent is assigned either limited supervisory responsibility or high-level specialized work that requires thorough knowledge of an area such as fraud investigations or representing the department in court. The class differs from that of Social Welfare Worker II by virtue of either limited supervisory responsibility or high-level specialized work, whereas the Social Welfare Worker II performs more routine work. The class differs from that of Social Welfare Manager I by virtue of limited supervisory responsibility, whereas, Social Welfare Manager I functions as the true supervisor of a unit. Work is performed under the general supervision of a higher-level employee with leeway allowed in the performance of work assignments. Limited supervision may be exercised over the work of subordinate employees.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all-inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Supervises the work of subordinate staff and provides technical assistance to subordinate staff in the delivery of financial service programs;
2. Has responsibility for the work and performance of subordinate staff in a specific program or a specialized area of a large program;
3. Undertakes special or developmental projects;
4. Participates in the training of staff;
5. Prepares a variety of reports in accordance with local, State and Federal requirements;
6. Maintains cooperative working relationships with other units, divisions, and agencies to facilitate the delivery of services;
7. May be assigned to specialized work such as fraud investigations;
8. May participate in the formulation of policies and procedures to facilitate the delivery of financial service programs.
9. May be required to make court appearances to give testimony.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of investigation techniques including interviewing procedures and practices;
Good knowledge of Federal and State law, code and policies concerning the provision of social welfare financial programs;
Good knowledge of other laws, codes and programs relating to the provision of human services;
Good powers of observation, perception, and analysis;
Ability to communicate effectively, both orally and in writing;
Ability to read, understand and analyze moderately complex written information;
Ability to establish cooperative and effective working relationships with a wide variety of people, including supervisors, subordinates, representatives from other agencies, and clients;
Good knowledge of modern principles and practices of supervision;

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Ability to plan, direct and supervise the work of others;
Ability to relate to a potentially difficult client population;
Ability to act independently and with integrity, tact, patience and good judgement;
Ability to learn and use computer software packages related to work activities;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Open Competitive

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER: (A) Associate's or higher-level degree and three (3) years of full-time paid work experience in the delivery of financial service programs, investigations or social casework, with a public or private social agency adhering to acceptable standards;
- OR: (B) Five (5) years of experience as described above;
- OR: (C) An equivalent combination of education, training and experience as described in (A) and (B) above.

Promotion

Associate's or higher-level degree and:

- EITHER: (A) Two (2) years of permanent competitive class status as a Social Welfare Worker II or Case Manager I in the Dutchess County Department of Community and Family Services immediately preceding exam date;
- OR: (B) An equivalent combination of the qualifications within the limits of (A) above.

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