

SOCIAL WELFARE WORKER II

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position in the Department of Social Services. Incumbents in this class participate in the delivery of financial service programs including: Public Assistance, Medical Assistance, Food Stamps, and Child Support Enforcement services. The work is performed in accordance with regulation and department policy and involves investigations; in-depth interviewing, frequently under stressful conditions; making appropriate referrals; and the processing and maintenance of a variety of forms and records. In addition, the incumbents may represent the department in court as custodian of record to ascertain the completeness of records. The class differs from that of Social Welfare Worker I by virtue of it being at the full-performance level to which Social Welfare Worker I progresses upon successful completion of a one-year traineeship. Depending upon unit and/or assignment, work is performed under the direct or general supervision of a higher level employee with some leeway allowed in the performance of work assignments. Supervision is not normally a function of the class; however, this class may act as a technical resource in a specialized area.

TYPICAL WORK ACTIVITIES:

1. Conducts investigations, including in-depth interviews to elicit sufficient information to approve, deny or determine the feasibility of a financial service program, make an appropriate referral, or proceed with further investigation;
2. Contacts by mail and telephone a variety of sources to document information on applications;
3. Keeps abreast of changing laws, regulations and policies in order to assure the correct provision of financial services and to perform related duties;
4. Redetermines or recertifies approval for a financial service;
5. Researches applicant status, prior history, and payment or grant history utilizing various electronic data storage and retrieval systems;
6. Records information on forms to be entered into electronic data storage and retrieval systems to record and update case records, to compute budgets, etc.;
7. Informs and advises clients/applicants on the services provided by the agency and on related services provided by other agencies;
8. Refers clients/applicants, as indicated, to the services divisions, or assists by referring or, to a limited degree, representing the client/applicant in securing other services, such as housing, employment, legal assistance, medical assistance, family planning, etc.
9. Makes financial arrangements with public utilities, landlords, and employers;
10. Conducts investigations to determine location of absent parent, or makes referral to locator service;
11. Compiles material and prepares documentation for court and may appear in court to testify to the completeness of records;
12. Compiles information to prepare a variety of court orders pertaining to child support enforcement;
13. May refer cases for further investigation when fraud is suspected;
14. May function as the non-supervisory, technical assistant to a Social Welfare Manager;
15. Does related work as required.

SOCIAL WELFARE WORKER II (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of Federal, State, and local laws, codes, and policies concerning the provision of social welfare financial programs; working knowledge of investigation techniques including interviewing procedures and practices; working knowledge of other laws, codes and programs relating to the provision of human services; ability to communicate effectively both orally and in writing; ability to relate well with others under stressful conditions, ability to read and understand moderately complex written information; ability to analyze obtained information and determine its pertinence to financial service programs; good powers of observation and perception; initiative; tact; patience; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Open Competitive

- EITHER: (A) Completion of two (2) years (60 credit hours) at a regionally accredited or New York State recognized college and one year of experience in the provision of financial social welfare programs or investigations, or substantially similar work;
- OR: (B) Graduation from high school or possession of an equivalency diploma and two years of experience as described above;
- OR: (C) An equivalent combination of training and experience as described in (A) and (B) above.

Promotion

Successful completion of a one-year traineeship as a Social Welfare Worker I.

HU5306

ADOPTED: 07/24/84

REVISED: 04/13/88

07/01/91 (Confirmed on appeal 09/19/02)