

SOCIAL WELFARE WORKER I

DISTINGUISHING FEATURES OF THE CLASS:

This is an entry-level traineeship in the Department of Community and Family Services. Appointees to this class are provided training for a period of one year consisting of classroom and on-the-job segments designed to provide essential knowledge and some skills including: a variety of regulations of the financial service programs, investigation techniques, interviewing skills and stress management techniques. The appointee will be assigned limited duties and gradually, as experience in the social welfare programs is gained, the workload will be increased; and the employee will take on more complex duties and greater independence in the delivery of financial service programs including: Public Assistance, Medical Assistance, Supplemental Nutrition Assistance Program (SNAP) and Child Support Enforcement services. Upon the successful completion of the training program, the employee assumes the full-performance position of Social Welfare Worker II without further examination. Work is performed under the direct supervision of a higher level employee. Supervision is not a function of the class.

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. Receives classroom and on-the-job training in investigation techniques including interviewing procedures and practices, Federal and State Law and policies concerning the provisions of social welfare programs and related human service programs and stress management;
2. 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;
3. Contacts by mail and telephone a variety of sources to document information on applications;
4. Trains in and keeps abreast of changing laws, regulations and policies in order to assure the correct provision of financial services and to perform related duties;
5. Trains in and redetermines or recertifies approval for financial services;
6. Trains in and researches applicant status, prior history and payment or grant history utilizing various electronic data storage and retrieval systems;
7. Trains in and records information on forms to be entered into electronic data storage and retrieval systems to record and update case records, to compute budgets, etc.;
8. Trains in, informs and advises clients/applicants on the services provided by the agency and on related services provided by other agencies;
9. Trains in and refers clients/applicants, as indicated, to the services divisions, or assists by referring or, to a limited degree, represents the client/applicant in securing other services such as housing, employment, legal assistance, medical assistance, family planning, etc.;
10. Makes financial arrangements with public utilities, landlords and employers;
11. Trains in and conducts investigations to determine location of absent parent, or makes referral to locator service;
12. Trains in and compiles information to prepare a variety of court orders pertaining to child support enforcement;
13. Trains in and may conduct investigations, or refer cases for further investigation, when fraud is suspected.

SOCIAL WELFARE WORKER I (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of investigation techniques including interviewing procedures and practices; working knowledge of Federal, State and Local laws, codes and policies concerning the provision of social welfare financial programs; 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:

Graduation from high school or possession of a high school equivalency diploma and an Associate's or higher-level degree.

HU5305

ADOPTED: 07/24/84

REVISED: 10/10/85 04/22/87 04/13/88 07/01/91 04/15/98
 03/24/16 04/05/18 03/29/19 04/06/2020