



Yates County Office of Civil Service
417 Liberty Street
Penn Yan, NY 14527

VACANCY ANNOUNCEMENT: SOCIAL SERVICES PROGRAM EXAMINER (HELP)

YATES COUNTY IS SEEKING APPLICANTS FOR SOCIAL SERVICES PROGRAM EXAMINER (HELP) TO FILL 1 VACANCY

Type of Appointment:	Permanent	Rate of Pay:	\$22.94 per hour
Position Status:	Full Time – 35 hours		
Classification:	Non-Competitive		
Location:	Yates County	Contract:	CSEA, Group VII
Department:	Social Services		
Vacancy:	1 position currently vacant	Exam Date:	Not Applicable
Residency Requirement:	<i>Residency requirement WAIVED to apply.</i> Candidates must be legal residents of Yates, Seneca, Steuben, Schuyler, or Ontario County 30 days prior to appointment .	Application Fee:	Not Applicable
Posted:	December 31, 2024	Application Deadline:	Open until filled

SOCIAL SERVICES PROGRAM EXAMINER - JOB DESCRIPTION

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for determining the eligibility of individuals for various social services programs, determining the financial responsibility of noncustodial parents, and for processing the assistance to be granted in accordance with established policies and procedures. Incumbents may perform any or a combination of assignments in connection with locating individuals determining eligibility, categorical classification, continued eligibility and income maintenance. Responsibilities may include the review and evaluation of applications and records, and direct interviews with applicants and/or recipients. The work is performed under the direct supervision of a higher-level staff member. Performs related work as required.

TYPICAL WORK ACTIVITIES (Illustrative Only):

- Interviewing applicants and recipients to determine eligibility for various social services programs, ensuring that information is accurate, complete and consistent;
- Evaluate client financial eligibility for assistance, determine initial categorical eligibility, evaluate available resources including support payments in relation to financial eligibility, and may prepare and compute budget;
- Explain programs to individuals to ensure their understanding of their rights and responsibilities as they pertain to eligibility for programs;
- Identify client needs and makes appropriate referrals to other programs and supportive services as needed;
- Authorize benefits and payments within program guidelines;
- Review benefits to determine if an individual's benefit is accurate, and take corrective action when an error is discovered;
- Maintain case notes, files and computerized records, in compliance with laws, rules and regulations;
- Determine employability status, conduct employment assessments and develop employability and/or self-sufficiency plans;
- Monitor client's employment or self-sufficiency activities while providing coaching and feedback;
- Conduct recertification's or renewals to determine a client's ongoing program eligibility;
- Take appropriate action for program non-compliance;
- May prepare and present information at administrative fair hearings and or family court matters for applicants and recipients;
- If mandatory, requested by applicant or client, or need for services is indicated, refers the applicant or recipient to social service section or to other specialists such as resources, housing, employment, legal, medical, support, etc.;
- Work collaboratively with other units, county departments, and outside agencies and service providers;
- Contacts banks, insurance companies, and employers to determine financial resources
- Performs other duties as assigned.

NOTE: Incumbent will have their name placed on an emergency contact list maintained at the Yates County Sheriff's Office, and will be expected to accept phone calls and respond accordingly to emergency situations that may occur outside of regularly scheduled business hours.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of State and Federal laws and rules governing eligibility for social services benefits programs, and familiarity with other laws that may affect eligibility such as Workers' Compensation, Social Security, and Unemployment Insurance;

Good knowledge of community resources, services, programs, agencies, and employment resources;

Good knowledge of interview and investigative techniques and practices;

Ability to analyze facts obtained and use facts in making judgments regarding eligibility;

Ability to read and understand complex written material, including quantitative information;

Ability to review information and verify that it is accurate and complete;

Ability to analyze and organize data and prepare accurate records and reports;

Ability to communicate effectively both orally and in writing, and to understand and follow oral and written directions;

Ability to operate a personal computer, utilize common office software programs, and ability to learn proprietary software applications;

Ability to understand and comply with privacy laws and all practices related to the safekeeping of County and client information;

Ability to interact with customers, co-workers, and the general public in a professional and courteous manner at all times;

Ability to understand and empathize with the needs and concerns of others;

Ability to establish and maintain effective working relationships with others;

Sound judgment; resourcefulness; initiative; tact; and sensitivity to the reactions of others;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- a) Possession of an Associate's Degree or higher; **OR**
- b) Possession of a high school diploma or possession of a high school equivalency diploma; AND One (1) year of full-time experience or its part-time equivalent examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, interviewing, collecting and compiling data, account keeping or related work; **OR**
- c) Possession of a high school diploma or possession of a high school equivalency diploma; AND Two (2) years of full time or its part-time equivalent clerical experience.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATIONS:

- a) Possession of a valid New York State Driver's license is required at the time of appointment, and such license must be maintained in good standing throughout the tenure of employment in the position.
- b) If applicable, must successfully complete a comprehensive background check and be deemed able to work with Federal Tax Information (FTI).

HELP PROGRAM:

Competitive Class Status: At the end of the 12-month period, employees occupying positions filled through the local HELP Program will be granted competitive class status without the need to participate in a competitive examination.

BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS: Each candidate will be subject to a thorough background investigation. Applicants may be required to authorize access to educational, financial, employment, criminal history, mental health records or other records. Conviction of a felony will bar appointment. Conviction of a misdemeanor or other offense is subject to evaluation and may bar appointment. Additional investigations may include but are not limited to questionnaires, interviews and background checks of any nature. At the discretion of the employing law enforcement agency, candidates may be subject to additional screenings as a term and condition of employment, including but not limited to fingerprinting, polygraph and psychological testing. Drug testing is included in the required medical exam. Failure to meet the standards for any screenings may result in disqualification.

EEOE / DISCLAIMER:

Yates County is an Equal Employment Opportunity Employer. Yates County does not unlawfully discriminate in employment because of age, race, creed, color, national origin, sex, sexual orientation, disability, marital status, arrest and/or criminal conviction record unless based on a bona fide occupational qualification or other exception, genetic predisposition, or domestic violence victim status.

The Yates County Personnel Office is responsible for job titles for all public employment positions within Yates County, excluding NYS Department of Education positions. There are numerous job titles that are shared between all of our appointing authorities. **Exam announcements** that are distributed for a job title you have within your workforce does not automatically mean that position is vacant, will become vacant or is currently being recruited for. It is the Personnel Officer's responsibility to be prepared for anticipated job vacancies, therefore, exams may be given in anticipation of upcoming retirements, promotions, etc. Requests to order exams may be submitted by appointing authorities as well. The majority of all Civil Service exams are scheduled by NYS Civil Service. Some exams, for example, are only given every 4 years, so it is in our best interest to give such exams when offered in order to be prepared. If a position is vacant or will become vacant, a **Vacancy Announcement** will be distributed and, on that announcement, it includes the work location along with other pertinent details pertaining to the location for which the vacancy will occur. **Exam Announcements are different from Vacancy Announcements and should not be misconstrued as being an advertisement for an open position.**