

## **SENIOR SOCIAL SERVICES PROGRAM SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a first line supervisory position involving the supervision of Program Specialists engaged in the intake and on-going case management of applicants for and recipients of a variety of services provided by a local Social Services district. Dependent on the workload and organizational structure, incumbents may supervise a small group of Program Specialists or be assigned to oversee a unit or section responsible for a specific function. May personally handle more difficult cases involving complex eligibility and employment issues than can be addressed by a Program Specialist. The work is performed under the general supervision of a higher-level Program Specialist or other administrative position. Does related work as required.

**TYPICAL WORK ACTIVITIES: (Illustrative Only)** Reviews the work of Program Specialists to ensure timely completion, accuracy and conformity with applicable rules and regulations; Approves or disapproves recommendations/actions of Program Specialist regarding the opening, maintenance and closing of cases including payments authorized, employment actions, referrals made for other services, referrals for fraud investigation or child support enforcement; Assists and advises Program Specialist in carrying out a variety of work activities; Assigns work as required; Substitutes for absent Program Specialist as necessary; Evaluates work performance of Program Specialist and recommends corrective action and additional training where necessary. Prepares for and makes presentations at administrative fair hearings and employment conciliations, appearing at such proceedings to testify as to the regulatory basis for actions on agency decisions on applications. Conducts required training for Program Specialists. Assists Program Specialists in locating applicable rules and regulations; Reviews new State and Federal rules and regulations and explains same to Program Specialist; Conducts periodic group recertification and applicant/recipient employment training sessions; Makes recommendations regarding department policies and procedures; Prepares reports and records as required; Acts as liaison for policy/procedure coordination between Program Specialists and supervisory/administrative staff. Operates a personal computer and/or mainframe terminal.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Good knowledge of Federal, State and local rules, regulations and laws that govern applicant/recipient eligibility for social services financial assistance and employability requirements; Good knowledge of agencies that provide employment services and occupational training; Good knowledge of employment recruitment, screening and placement principals and techniques; Good knowledge of interviewing and counseling practices and procedures; Working knowledge of programs that relate to eligibility for social services programs such as Workers compensation, Social Security, Unemployment Insurance, etc.; Working knowledge of methods of using computerized information processing systems; Ability to operate a personal computer and/or mainframe terminal; Ability to gather and analyze eligibility information and compare to eligibility criterion and make correct decisions regarding eligibility; Ability to evaluate applicant/recipient education, experience, aptitude and interest to determine appropriate job placement and occupational training; Ability to establish and maintain effective working relationships with others; Ability to plan and supervise the work of others; Ability to understand and interpret complex rules and regulations; Ability to communicate effectively both orally and in writing; Good powers of observation and perception; Good judgement; Emotional maturity; Initiative; Tact; Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Completion of 60 credit hours from a college or university AND two years' experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; OR
- B. Graduation from high school or possession of a high school equivalency diploma and four (4) years' experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; OR
- C. An equivalent combination of training and experience as defined by the limits of A and B above.

**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.

**NOTE:** A valid New York State driver's license is required at time of appointment and maintained during employment.

Adopted 6/26/98

Revised 9/22/98;12/29/98; 9/7/10; 2/17/23; 3/23/23; 11/27/23

Reviewed 12/24/01; 5/20/13; 12/8/15; 2/14/17; 10/15/18; 8/4/21; 8/27/25