

Order Number:

NY1475842

Date Job Order Received:

08/28/2023

Number of Openings:

1

Company Name:

Lewis County Civil Service

Job Title:

Social Services Program Examiner

Minimum Experience Required:

1 year

Job Description:

Lewis County Civil Service is looking for a Social Services Program Examiner (Heap). This position exists in the Department of Social Services and involves responsibility to participate in the delivery of financial service programs with a primary focus on the Home Energy Assistance Program (HEAP). The work is performed in accordance with State and Federal regulations and department policy and involves responsibility in determining financial eligibility, investigations, interviewing, determining amounts of assistance, making appropriate referrals, and the processing and maintenance of a variety of forms and records. Work is performed under the general supervision of a higher-level employee with leeway allowed in the performance of work assignments. Does related work as required. TYPICAL WORK ACTIVITIES: Reviews forms to determine that all statements are complete and consistent with every other item of information provided; where necessary for clarification or completion of certification forms, asks applicants appropriate questions and makes necessary additions or corrections on the forms; Re-determines or re-certifies eligibility for a financial service; Contacts a variety of sources to document information on applications; Keeps current of changing laws, regulations and policies in order to assure the correct provision of financial services and to perform related duties; Answers correspondence and inquiries for assigned program areas; Informs and advises clients/applicants on the services provided by the agency and on related services provided by other agencies; Monitors and maintains case files and takes case action based on monitoring activities; Researches applicant status, prior history, and payment or grant history utilizing various electronic data storage and retrieval systems; Makes financial arrangements on behalf of clients with public utilities, landlords, and employers; Records information on forms to be entered into electronic data storage and retrieval and/or paper systems to record and update case records, to compute budgets; etc.; Makes referrals for full field investigation where fraud is indicated; Maintains confidentiality of all client information in all units assigned. FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of Federal, State and local laws, codes, and policies concerning the provision of social services financial eligibility programs including support services; ability to communicate effectively both orally and in writing; ability to analyze facts and use facts in determining financial eligibility; 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; ability to keep records and reports, both hard copy and computerized. MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either: One (1) year of experience within the Department of Social Services working with clients in the office and community providing health and human services; or One (1) year of experience providing customer service in a community or human services related field; or An equivalent combination of training and experience as indicated in (A) and (B) above.

Job Location:

Lowville, New York

Pay:

\$20.52 - \$24.57 Hourly

Benefits:

No benefits mentioned.

Hours per Week:

Not specified.

Duration:

Full Time, Temporary

Work Days:

Monday thru Friday

Shift:

Not specified.

Public Transportation:

Information not provided.

Minimum Education Required:

High School Diploma

Driver Licenses, Including Endorsements:

No Driver License requirements specified.

How to Apply:

To apply, contact the employer by telephone, by email, or on-line:

Phone: Smith, Caitlyn (315) 377-2049

Email: civilservice@lewiscounty.ny.gov

Web-site: <https://lewiscountyny.gov/job/social-services-program-examiner-heap/?department=52>