

**DEPARTMENT:** SOCIAL SERVICES  
**CLASSIFICATION:** COMPETITIVE  
**APPROVED:** JUNE 27, 2011

**SENIOR SOCIAL SERVICES WORKER (SUPPORT COLLECTION)**

**DISTINGUISHING FEATURES OF THE CLASS:** Incumbents in this class participate in establishing, enforcing and accounting for child support orders. This position involves making assignments and supervising the work of Social Services Workers assigned to the Support Collection Unit. Depending on workload and size of the agency, the incumbents may be required to conduct support investigations on a regular basis. This position does not involve responsibility for fraud investigation. The primary responsibility is to oversee and participate in the location of individuals legally responsible for the support of welfare recipients. The work is performed under the general supervision of a higher level worker in the Support Collection Unit. General supervision is exercised over Social Services Workers in the Support Collection Unit. Incumbents are allowed considerable leeway in the exercise of initiative and judgment. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Provides guidance, supervision and technical assistance to Social Services Workers assigned to the Support Collection Unit;
2. Oversees and participates in the interviewing of welfare recipients and applicants and their relatives, neighbors and others in an effort to obtain information concerning the whereabouts of certain individuals;
3. Oversees the maintenance of investigative case records;
4. Oversees and participates in the interviewing of unwed mothers to determine the feasibility of pursuing court action to establish paternity;
5. Refers cases of suspected fraud to appropriate investigative unit;
6. Reviews the work of Social Services Workers assigned to the Support Collection Unit;
7. Assists in the training of Social Services Workers assigned to the Support Collection Unit;
8. Oversees and participates in the preparation of reports as necessary;
9. Specializes in difficult areas such as court appearances for child support.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Good knowledge of Federal and State laws, codes and policies concerning the establishment, enforcement and accounting of child support orders; good knowledge of investigative techniques used in determining to location and financial status of individuals; good knowledge of other laws, codes and programs relating to the provision of human services; good knowledge of office terminology and modern methods used in keeping and checking financial records and reports; ability to understand and interpret laws concerning support cases; ability to plan and supervise the work of others; ability to read and understand moderately complex written information; ability to analyze information and determine its pertinence to financial programs; ability to prepare written material; physical conditions commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

**PROMOTIONAL:** Two (2) years of satisfactory competitive service as a Social Services Worker.

**OPEN COMPETITIVE:** One of the following

1. Completion of sixty (60) credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees **and** two (2) years of experience in the provision of a financial social welfare program, or investigating, or substantially similar work; **OR**
2. Graduation from high school or possession of an equivalency diploma **and** four (4) years of experience as described above; **OR**
3. An equivalent combination of training and experience as described in 1 and 2 above.