

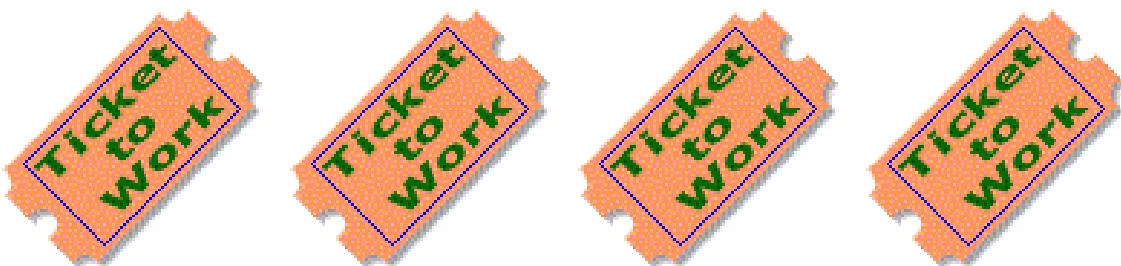
Social Security Administration
&
Employment Networks



Working Together For Success!

This Package Contains...

- The Ticket to Work Pilot Program Summary Explanation
- Selecting Winner for Careers at the Social Security Administration – The traits we look for in new hires
- Summary of Duties for Social Security Entry Level Positions
- What it's Like to Work At Social Security – The SSA Work Environment
- The Social Security Hiring Process
- Accommodations Provided for Persons with Disabilities who work at Social Security – Reasonable Accommodations
- The Ticket Holder Pilot Next Steps





The Ticket to Work Ticket Holder Pilot Program At the Social Security Administration

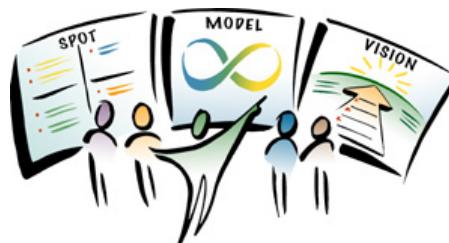
In an ongoing effort to support return to work for Social Security Disability Beneficiaries, the Atlanta Region of Social Security is initiating a pilot program involving expanded consideration of SSA Ticket holders for job openings within our agency. This pilot program is intended to help increase career opportunities for persons with disabilities.

The positions for which Ticket-Holders may be considered are located within the various components of our agency; including, field offices, call centers, and our program service center. The Employment Networks throughout the Southeast will help the Social Security Administration identify candidates who possess the skills that would be a good fit for our jobs, which would increase the potential for success of candidates selected.

The Employment Networks (ENs) will refer highly qualified candidates for career consideration to our AWICS and Area Recruitment Coordinators. To market our jobs, the ENs will introduce our hiring and interview process to the ticket holders. The candidates will have characteristics and skills we look for.

The Social Security Administration is committed to increasing the choices available to beneficiaries with disabilities who want to enter or reenter the workforce. This Ticket-Holder Pilot Program will help make available a wider array of employment opportunities. It will also help Social Security further incorporate the consideration of Ticket-Holders into our standard hiring practices.

SELECTING WINNERS FOR CAREERS AT SSA!



What kinds of traits do we look for in new hires:

- ↳ Customer Service Orientation
- ↳ Self-Management
- ↳ Planning and Organizing
- ↳ Communications

- ↳ Analytical Thinking
- ↳ Interpersonal Sensitivity
- ↳ Decision Making/Judgment
- ↳ Problem Solving

	Customer Service Orientation <ul style="list-style-type: none"> • Tactful • Courteous • Resourceful • Patient • Kind • Empathetic • Respectful • Reassuring • Caring • Considerate 	Analytical Thinking/Problem Solving <ul style="list-style-type: none"> • Follows evidence where it leads • Considers all the possibilities • Relies on reason not emotion • Precise • Structured • Detailed • Investigative
	Self-Management <ul style="list-style-type: none"> • Listens closely to instruction • Questions to confirm facts • Manages time effectively • Maintains flexibility • Handles chaos calmly • Demonstrates leadership 	Interpersonal Sensitivity <ul style="list-style-type: none"> • Conscientious • Empathetic • Concerned about the welfare of others • Emotionally resilient • Intuitive • Compassionate
	Planning and Organizing <ul style="list-style-type: none"> • Strategic • Deliberate • Goal Oriented • Systematic • Methodical • Focused 	Decision Making/Judgment <ul style="list-style-type: none"> • Discerning • Realistic • Practical • Prioritizing • Knowledgeable • Rational
	Communications <ul style="list-style-type: none"> • Gets the whole story • Asks the right questions • Connects emotionally and professionally • Writes and speaks appropriately • Listens actively 	

Summary of Duties for Social Security Entry Level Positions

*The term "GS" below refers to the General Series pay schedule, which can be found on the web at:
[2009 Federal Pay Tables](#)

CLAIMS REPRESENTATIVE (GS - 5/7/9/11)

- Processes claims for benefits.
- Determines eligibility for programs including Supplemental Security Income (SSI), Disability and Retirement.
- Conducts interviews in person and over the phone for those wishing to apply for benefits.
- Performs periodic reviews of income, resources, and living situation for those receiving benefits.



SERVICE REPRESENTATIVE (GS - 5/7/8)

- Provides customer service.
- Serves as the first point of contact for the public with SSA.
- Answers phone calls and in person requests for general information, as well as to those interested in applying for benefits.
- Process applications for new and replacement Social Security cards.

CLAIMS AUTHORIZER (GS - 11) (Birmingham, AL)

- Responsible for reviewing and authorizing claims
- Resolves complex claims issues
- Determines government pension offset and workers' compensation offset.
- Reviews / adjudicates claims and makes Month of Entitlement determinations.
- Resolves earnings record discrepancies and makes Questionable Retirement determinations.
- Resolves payee issues.
- Assist in training new claim authorizers and other personnel.

BENEFIT AUTHORIZER (GS - 5/7/8) (Birmingham, AL)

- Maintains the SSA Master Beneficiary Record and other SSA systems data by analyzing and resolving a wide range of often complex alerts and exceptions.
- Makes final determinations on a wide range of post-entitlement issues.
- Makes final determinations on a wide range of often complex post-entitlement issues (e.g., work deductions, status changes, overpayments and underpayments).
- Provides coverage for the National 800 number.
- Responds to requests for information—from Field Offices, beneficiaries and other agencies.

CONTACT REPRESENTATIVE (GS – 5/6/7/8) (Birmingham, AL, Ft Lauderdale, FL and Tampa, FL)

- Answers calls on the National 1-800 line
- Interviews callers by telephone
- Processes assigned non-phone related work

What's it like to work at Social Security? The SSA Work Environment



The work environment at Social Security can vary considerably depending on the component you work in. The environment can be influenced by several factors, including the diversity of coworkers and management, the demographics of the population served and the size of the staff, etc. Generally the work environment in all of our offices:

- is fast paced
- is moderately to extremely stressful
- involves varied sets of responsibilities that change frequently
- involves contact with the public via phone, in-person, and the Internet
- requires ongoing workload monitoring
- involves close collaboration with coworkers to process work
- requires extensive use of the computer to research information and process workloads
- requires patience, persistence and the ability to communicate with a diverse public

At Social Security, we are dedicated to providing the best service to the American public. People contact us about potential benefits and at important life events such as births, marriages, retirement, disability, and death.

We encounter people from every walk of life who are in some of the most vulnerable stages of their lives. We are always there to serve the public in the good time and not-so-good times. Public service is what we offer and it is our service of which we are most proud!

Social Security Hiring Process

The Social Security Administration (SSA) begins the hiring process by posting vacancies on the web page www.usajobs.opm.gov. Interested applicants can apply and be rated; the top candidates are then referred to the hiring manager. This process is commonly referred to as a competitive appointment.

In addition to this competitive process, there are non-competitive hiring methods for people with disabilities: veterans and some student positions. To be considered under these non-competitive hiring methods as a person with a disability, individuals must provide proof of disability and certification of job readiness from an approved source such as a vocational rehabilitation counselor. However, to ensure proper consideration when applying for these positions, applicants should read the following section on the USAJOBS website:

<http://www.opm.gov/disability/PeopleWithDisabilities.asp>

Reasonable Accommodations

Sometimes it is necessary to make “reasonable workplace accommodations” that enable people with disabilities to perform at their optimum level by:

- Providing interpreters, readers or other personal assistance;
- Modifying job duties;
- Restructuring the work site;
- Providing flexible work schedules, and
- Obtaining accessible technology or other adaptive equipment.

The Interview Process

The interview process varies from office to office. Some managers may choose to have up to three rounds of interviews while others may only have one interview. However, all managers are interested in finding employees who can communicate effectively with the public, balance multiple priorities, are highly organized, and are willing to work hard.

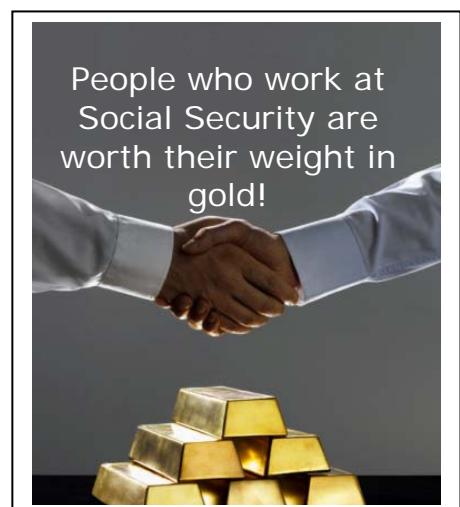
Additional questions should be directed to the recruiting or area work incentive coordinator in your area.

They are listed on the following websites:

:

<http://www.ssa.gov/atlanta/southeast/hr/hiringewd.htm>

<http://www.ssa.gov/atlanta/southeast/awic/index.htm>



People who work at
Social Security are
worth their weight in
gold!

Reasonable Accommodations

What is a Reasonable Accommodation?

A reasonable accommodation is a logistical change or adjustment to a job or work site that makes it possible for an otherwise qualified employee with a disability to perform the essential functions of a position. It is the policy of the Social Security Administration to make reasonable accommodations for the known physical or mental limitations of qualified applicants or employees with disabilities unless such accommodation would impose an undue hardship for the agency.

Who is eligible for reasonable accommodations and how are they requested?

Both employees and applicants for positions can request reasonable accommodations. A request for reasonable accommodation is a statement that an individual needs an adjustment or change at work, or in the job application process, or as a benefit or privilege of employment for a reason related to a disabling condition. The reasonable accommodation process begins as soon as the request for accommodation is made.

What are some types of accommodations that are available?

- **Reassignment** – When an employee is no longer medically qualified for his or her position, reassignment to a vacant, funded position must be considered. The employee must be qualified for the position.
- **Job Restructuring** – This entails taking the nonessential duties out of a position. It can also be accomplished by changing when or how an essential function is performed.
- **Modifying Worksites** – Examples include rearranging file cabinets or shelves, widening aisles between fixtures, and/or lowering equipment to required working heights for employees that use wheelchairs.
- **Providing Flexible Work Schedules** – Some individuals with disabilities may not be able to work a regular fixed shift. Alternative work schedules, flextime, and other plans offer flexibility which can help employees meet their specific needs. In circumstances when work schedule flexibility is not sufficient to accommodate an employee's needs, Management may consider granting part-time hours or allowing the employee to switch from one shift to another.
- **The Acquisition or Modification of Specialized Equipment or Devices** – Numerous assistive devices are available for individuals with disabilities. The agency will purchase specialized equipment if it is determined that the use of such equipment is necessary for the employee to perform the essential functions of the job.
- **Providing Readers, Personal Assistants, & Interpreters** – The agency may provide readers, sign language interpreters, or personal assistants if deemed necessary.
- **Granting Leave** – Permitting the use of accrued paid leave, or unpaid leave is a form of reasonable accommodation when necessitated by the employee's disability.
- **Providing Parking** – Mobility-impaired employees may be assigned parking spaces close to the entrance at his/her workplace.

Ticket-Holder Pilot Next Steps



The Area Work Incentive Coordinators and Regional Recruitment Committee Chairpersons in your area will be in touch with you shortly after this call. They will talk about the best ways to notify you about job openings at Social Security and the most efficient way to facilitate the referrals of your ticket-holder candidates for job consideration.

Additional questions may also be directed to the Area Work Incentive Coordinators and Regional Recruitment Committee Chairpersons in your area in your area. They can be found on the following websites:

<http://www.ssa.gov/atlanta/southeast/hr/hiringewd.htm>

<http://www.ssa.gov/atlanta/southeast/awic/index.htm>

