

## DIRECTOR OF SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the successful operation of the social services units of the agency and the performance of the social services staff. The incumbent is responsible for recommending case work policies and procedures for the agency and for standards of case work service in accordance with agency policies. Work is performed under the administrative direction of the Commissioner of Social Services in accordance with established policies and objectives permitting the frequent exercise of independent judgment. The director is responsible for coordinating the functions of all case work, technical and related staff assigned to the social services division including their training and development through the use of supportive supervisory staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Assists in the formulation of case work policies and procedures; Interprets Federal, State and local programs and advises the Commissioner of Social Services; Supervises the case work staff in administering and rendering services to promote the welfare of the client; Has the responsibility to see that case work correspondence and reports are completed and current; Conducts individual and group conferences with case work supervisors; Has responsibility for establishing and administering an employee performance program; Establishes necessary control records for evaluating staff performance; Recommends staffing and funding requirements in connection with budget planning; Plans, organizes, directs and coordinates the various functions comprising the Social Services Division; Prepares contracts and coordinates contract management activities including but not limited to proposal review, budget oversight and approval, compliance with Federal and State regulations; Oversees integration of computer technologies into day to day work processes; Oversees records management for services case records; Plans and supervises staff development programs for case work staff; Maintains cooperative relationships with other welfare agencies in the community; Represents the Commissioner of Social Services at conferences, public meetings, etc., as directed.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of modern principles and practices of social case work and public assistance administration and ability to apply these in the performance of duties; Thorough knowledge of federal, state and local public assistance laws and programs; Good knowledge of techniques of case recording; ability to plan, direct and accept responsibility for the work of others; Ability to prepare clear and accurate records and reports; Ability to establish and maintain successful relationships with people, Ability to interpret the goals of the agency; Sound judgment; Emotional maturity; Resourcefulness; Initiative; Tact; Sensitivity to the reactions of others; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

A. Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree and five years of full-time paid or its part-time paid equivalent social casework or social work experience four years which must have been in the supervisory capacity;

OR

B. Graduation from a regionally accredited or New York State registered two year school of professional nursing and two years of full-time paid experience or its part-time equivalent as a registered professional nurse or graduation from a three year school of professional nursing and one year of experience as a registered professional nurse and five years of full-time paid of its part-time paid equivalent social casework or social work experience four years which must have

been in the supervisory capacity; OR

C. An equivalent combination of training and experience as defined by the limits of (A) and (B).

NOTES:

1. Social Casework experience includes those activities that are directed toward enhancing a client's abilities to cope with and to solve problems and referral of clients to supporting resources and services. Functions include client assessment, problem identification, development, monitoring and revision of a plan for services, motivational support, counseling, crisis intervention, appropriate referral to social and support services, coordination of services.
2. Social work is generally directed toward promoting the effective operation of systems that provide people with resources and services. Functions include the development, management and evaluation of services programs, coordination and consultation with other service providers toward an integrated and comprehensive delivery system program and policy analysis, advocacy development, planning and implementation and organization analysis.
3. Experience which is custodial in nature and/or which involves primarily providing direct personal care to clients such as nursing, nurses aides, home health aides or similar positions are not considered social casework or social work.
4. Behavioral sciences are defined as psychology, sociology, and anthropology.
5. Certain assignments made to employees in this class require access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner. Usually this will require possession of an appropriate driver's license, however, those incapable of driving and or obtaining a license will be considered if they can meet any field requirements of the job through other arrangements requiring only reasonable accommodation on the part of the employer.

12/22/89

Revised 5/12/98; 3/19/19

Reviewed 4/27/15; 3/6/19