

SERVICES PROGRAM ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is an important program management position including planning, coordinating and implementing social service programs. Independence and initiative are exercised by an employee in the class in accordance with administrative policies established by the department and with social services regulatory standards. Work is performed under the general supervision of the Commissioner of Social Services or Director of Services with leeway allowed for the exercise of independent judgment. Direct supervision is exercised over support staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Responds to requests for assistance, completes and monitors a wide variety of projects for the Director of Services; Provides direction or decisions as needed in response to staff requests for program information, policy interpretation and appropriate procedures; Assigns and monitors tasks assigned to subordinate clerical staff to maintain accuracy and completion within required timelines; Track and code movements and placement of foster children to ensure proper payment, also information required in JJIS for JD placed children; Creates family services intake files for all preventive referrals, maintains preventive and foster care cases; Maintains data base with proper eligibility and candidacy for active preventive and foster care cases; Finalizes adoptions and sets up financial payments; Review and update all preventive, foster care and adoption subsidy cases to ensure recertification and updates are maintained; Interprets court orders, codes, enters and maintains in data base for funding and tracking purposes; Maintain documentation and follow up on court ordered investigations; Prepares files for staff for fair hearings; Process vouchers, accounts payable and receivable utilizing appropriate software program; Collects and compiles data and statistics, makes organizational work flow and efficiency studies and submits recommendations for the improvement of procedures and the solution of administrative problems.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of office terminology, procedures and methods; Thorough knowledge of business arithmetic and English; Thorough knowledge of modern office machines and social services software; Thorough knowledge of the principles and modern practices of office and personnel management; Working knowledge of the principles and modern practices of account keeping and budget control; Good knowledge of the functions of local social services agency; Good communication skills; Demonstrated ability to organize, assign, coordinate and review the work of clerical subordinates; Ability to understand and carry out complex oral and written directions; Ability to prepare correspondence and reports; Ability to present oral and written comments and opinions clearly and concisely; Ability to deal effectively with the public; Ability to readily acquire familiarity with departmental organization, functions, laws, policies and regulations; Good judgment in solving complex clerical and administrative problems; Initiative and resourcefulness; Tact and courtesy; integrity; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a regionally accredited or New York State registered four-year college or university with a bachelor's degree in Public or Business Administration or related field and one year full time clerical and accounting experience in a professional office setting; OR

B. Graduation from a regionally accredited or New York State registered two-year college or university with an associate's degree in Public or Business Administration or related field and three years full time clerical and accounting experience in a professional office setting; OR

C. (1) Graduation from high school or possession of a high school equivalency diploma and (2) five years of full time responsible clerical experience, which shall have included two years of account keeping responsibilities or related work; OR

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

Approved: 9/16/20