

SERVICES COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This is a staff administrative position involving responsibility for the day to day coordination of all social services program units. Employees in this class are responsible for the facilitation of education and field service training of all social casework positions as well as the day to day coordination of implementation of casework standards, rules and regulations. Work is performed under the supervision and administrative direction of the Director of Services. Direct supervision is exercised over Grade A Supervisors as well as other services department staff. Does related work as required.

TYPICAL WORK ACTIVITIES (Illustrative Only): Coordinates day to day casework policies and unit program activities with the preventive, child protective, foster care and adoption, adult protective and Long Term Care units; Facilitates caseworker and case supervisor field service orientation and training plans; Implements the Department's evaluation system for all Services staff; With the Director, implements policies and programs and interprets federal and state statutes, rules and regulations governing social services functions and activities; Coordinates contract management activities, including but not limited to proposal review, budget oversight and approval, compliance with Federal and State regulations and facilitation of educational programs for contract agency staff; Coordinates services with non-contract agencies to facilitate networking and delivery of service to mutual clients; Coordinates services department staff coverage including approval of time off and arranging on-call coverage; Oversees case and administrative expenditures including equipment purchases and the maintenance of several county-owned properties; Oversees records management for services case records; With the Director, oversees the integration of various computer technologies into day to day work practices; May supervise a social services program unit in the absence of the Case A Supervisor or be the Acting Director in their absence.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of modern principles and practices of social casework and public welfare administration and ability to apply these in performance of duties; Thorough knowledge of federal, state and local public welfare laws and programs; Good knowledge of agency computer systems as they pertain to the services department; Good knowledge of techniques of case recording; Ability to operate a personal computer; 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; Good judgment; Emotional maturity; Resourcefulness; Initiative; Tact; Sensitivity to reactions of others, Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

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 two years which must have been in a 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 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 or its part-time paid equivalent social casework or social work experience two years which must have been in a supervisory capacity; OR

C. (1) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree including or supplemented with course work equivalent to a legal assistant program; and (2) five years of experience as a paralegal or equivalent experience two years which must have been in a supervisory capacity where knowledge of Social Services Law and Regulations is required; Or

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

NOTE: A valid New York State driver's license is required at time of appointment and maintained during employment.

revised 12/22/89; 5/12/98; 6/15/10