

## **DIRECTOR OF RESOURCE RECOVERY**

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this administrative position plans, directs and coordinates the resource recovery division of the Ulster County Department of Social Services. The resource recovery division consists of the units of investigation, resource, child support enforcement, medical audit, managed care and day care. The employee has day to day responsibility for all divisional administrative matters including policies, procedures, program planning and personnel administration and is expected to exercise sound independent judgment and initiative in such areas. The work is performed under general supervision of the Deputy Commissioner for Administration and is reviewed primarily through consultation and review of reports. Supervision is exercised over all clerical, technical and supervisory personnel engaged in the resource recovery function. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Develops long term and immediate division plans and goals;

Designs division programs and defines internal policies and procedures;

Oversees the programs of the investigation, resource, child support enforcement, medical audit, managed care and day care units of the division;

Evaluates and reports on division program effectiveness and designs program modifications as needed;

Schedules and assigns division personnel to achieve maximum staff utilization in consultation with the various unit leaders;

Evaluates division personnel and based on such evaluations makes recommendations to the Deputy Commissioner for Administration on personnel actions including discipline, promotions and awards;

Organizes and coordinates with internal and external staff training and education programs for division employees;

Conducts periodic staff meetings of units within the Resource Recovery Unit to explain new developments and to hear staff problems, complaints and suggestions;

Represents the department in matters pertaining to the Resource Recovery division activities;

Makes budget recommendations to the Commissioner of Social Services and/or the Deputy Commissioner for Administration;

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Interprets laws, rules and regulations pertaining to division activities in consultation with the department's legal and administrative staff, unit leaders and with representatives of State and Federal agencies;

Develops and maintains sound public and community relations by such means as investigating and resolving complaints and giving talks, lectures and presentations on division activities;

Develops and maintains working relationships with internal and external personnel.

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of laws, rules, regulations, requirements and procedures pertaining to child support enforcement, welfare fraud and client financial resource disposition; thorough knowledge of the principles and practices of program planning, development and evaluation, organizational theory and personnel management, good knowledge of the legal environment of human service administration; ability to plan, supervise and coordinate the work of a large number of employees; ability to prepare complex written materials including detailed narrative reports, statistical reports, correspondence, and memoranda; ability to read, understand, interpret and apply complex written material such as laws, rules and regulations; ability to establish and maintain effective working relationships with internal and external personnel; good judgment, leadership; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

1. Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree; **AND**
2. Five (5) years of satisfactory full-time paid experience in a recognized social agency adhering to acceptable standards which provided or coordinated the provision of human services, three (3) years of which must have been in an administrative supervisory position where there was responsibility for planning, directing or coordinating the work of a substantial staff.

ULSTER COUNTY  
2650 DIR RRA  
Classification: Competitive  
NUMGT

Adopted: December 29, 1981  
Revised: September 22, 1983  
Revised: May 31, 2001