

DIRECTOR OF SOCIAL SERVICES PROGRAMS

DISTINGUISHING FEATURES OF THE CLASS: An employee in this administrative position plans, directs and coordinates any of the following programs in the Ulster County Department of Social Services; the Economic Support Programs (Temporary Assistance, Home Energy Assistance, Employment), the Supplemental Nutrition Assistance Program (Food Stamps), or the Medicaid and/or Children & Family Services (Foster Care, Adoption, Adult, Protective, & Preventive) program. The employee has day to day responsibility for all divisional administrative matters including policies and 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 Commissioner of Social Services and is reviewed primarily through consultation and review of reports. Supervision is exercised over all clerical, technical and supervisory personnel engaged in any of the Temporary Assistance, Home Energy Assistance, Child Support, Nutrition (Food Stamps), Medicaid, and/or Children & Family Services and future New York State Department of Temporary & Disability Assistance, Office of Children & Family Services and Department of Health programs. 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;

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

Schedules and assigns division personnel to achieve maximum staff utilization;

Evaluates division personnel and based on such evaluations makes recommendations to the Commissioner on personnel actions including discipline, promotion and awards;

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

Conducts periodic staff meetings to explain new developments and to hear staff problems, complaints and suggestions;

Represents the department in matters pertaining to division activities;

Makes budget recommendations to the Commissioner;

Ensures compliance with New York State Office of Temporary & Disability Assistance, Office of Children & Family Services, Department of Health and Federal Rules and Regulations;

Interprets laws, rules and regulations pertaining to division activities in consultation with the department's legal and administrative staff 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 liaison with internal and external State and County personnel.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of laws, rules, regulations, requirements and procedures pertaining to all entitlement Social Services programs; thorough knowledge of the principles and practices of program planning, development and evaluation, organizational theory and personnel management, thorough 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:

- A. Graduation from a New York State registered or regionally accredited college or university with a Master's Degree in Human Services, Public Administration, Sociology or a closely related field and three (3) years paid experience in an administrative supervisory position where there was responsibility for planning, directing or coordinating the work of a staff of five (5) or more; **OR**
- B. Graduation from a New York State registered or regionally accredited college or university with an Bachelor's Degree in Human Services, Public Administration, Sociology or a closely related field and five (5) paid experience in an administrative supervisory position where there was responsibility for planning, directing or coordinating the work of a staff of five (5) or more; **OR**
- C. An equivalent combination of training and experience as defined by the limits of A and B above.