

COORDINATOR, ASSISTANCE PROGRAMS

DISTINGUISHING FEATURES OF THE CLASS: This is supervisory and administrative work primarily involving responsibility for overseeing the efficient functioning of public assistance programs in the Department of Social Services (e.g. Temporary Assistance, SNAP, Medicaid). The work is performed under the direction of a Commissioner of Social Services and supervision is provided to a large staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Plans, manages and coordinates the day-to-day operation of several units within the public assistance function, such as Temporary Assistance, SNAP, Medicaid, etc.;

Participates in the formulation of policies and procedures relating to various public assistance programs administered by the Department of Social Services;

Interprets and applies federal, State and local regulations and policies applicable to assistance programs;

Compiles statistics, completes public assistance program evaluations and prepares a variety of reports;

Acts as liaison to divisions of the Department of Social Services, community groups, New York State departments and local governments regarding public assistance programs in order to exchange information, resolve problems, effectively utilize resources, etc.;

Supervises staff involved in providing eligibility services to public assistance clients, including, but not limited to training, performance evaluation and discipline;

Represents the Department of Social Services at State, local and regional meetings and forums;

Uses computer applications or other automated systems such as spreadsheets, word processing, database software, etc. in performing work assignments;

Oversees and manages the authorization of public assistance benefits.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Federal, State and local social services laws and regulations as they affect eligibility for financial assistance in various social services programs; thorough knowledge of the overall programs of the Department of Social Services; good knowledge of general laws affecting eligibility for financial assistance (e.g. Social Security, Unemployment Insurance, Worker's Compensation); ability to supervise a large staff; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relations with others; ability to understand, interpret and implement complex federal and State regulations; ability to use computer applications or other automated systems such as spreadsheets, word processing, email and database software.

MINIMUM QUALIFICATIONS:

1. A Master's degree and two (2) years of experience examining, investigating or evaluating claims for financial assistance, veterans or unemployment benefits, insurance or similar programs operating under established criteria, at least two (2) years of which must have included supervisory responsibilities as a major function of the position; or
2. A Bachelor's degree and four (4) years of experience examining, investigating or evaluating claims for financial assistance, veterans or unemployment benefits, insurance or similar programs operating under established criteria, at least two (2) years of which must have included supervisory responsibilities as a major function of the position; or

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3. An Associate's degree and six (6) years of experience examining, investigating or evaluating claims for financial assistance, veterans or unemployment benefits, insurance or similar programs operating under established criteria, at least two (2) years of which must have included supervisory responsibilities as a major function of the position.

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Competitive

02.12.2026 New York State Civil Service approved Non-competitive title in the NY HELPS Program.