DIRECTOR OF ADMINISTRATIVE, LEGAL AND COMPLIANCE OPERATIONS (SOCIAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: This is highly complex professional legal and executive administrative work involving full oversight and coordination of all major legal, administrative, personnel, compliance and operational units of the Department of Social Services. The incumbent serves as the Department's chief legal advisor, the executive responsible for Administrative Services and Personnel/Human Resources and the department lead for regulatory compliance and risk management. The position requires extensive independent judgment and specialized legal proficiency in civil, criminal, family and social services law. The work is performed under the general direction of the Commissioner of Social Services, with wide latitude for independent action in planning, directing and evaluating department-wide functions. Supervision is exercised over attorneys, administrative managers, personnel professionals, compliance staff, technical personnel and clerical support personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees the Legal Services Division, including attorneys, litigation units, contract work, procurement, child support enforcement legal functions and legal operations;

Supervises Family Court litigation, juvenile matters, Persons In Need of Supervision (PINS), child support matters, Article 78 proceedings, appeals, conservatorships, foster care/adoption cases and other complex and sensitive litigation;

Manages preparation and review of legal documents including petitions, contracts, opinions, subpoenas, briefs, FOIL responses and legal research;

Provides legal counsel to the Commissioner and executive leadership, ensuring department compliance with federal and state law;

Oversees fraud referrals, records management, subpoenas, Freedom of Information Law (FOIL) requests and risk management processes;

Oversees Administrative Services operations including Welfare Management System (WMS), general office support services, departmental procedures, and operational policy implementation;

Identifies operational issues and directs corrective actions, revised procedures, or training as necessary;

Analyzes state and federal directives to ensure compliance and directs required updates to procedures and workflows;

Coordinates department support units to ensure efficient program delivery;

Oversees the Personnel/Human Resources operations including recruitment, hiring, promotions, classification, performance issues, leave policies, accommodations Americans with Disability Act (ADA), telework, Family and Medical Leave Act (FMLA) administration and employee relations;

Works closely with the Department of Personnel on Civil Service matters, discipline, classification, examinations and workforce management;

Oversees benefits coordination, recordkeeping, labor contract interpretation, wage and benefit analysis and training programs;

Oversees Department-wide regulatory compliance, including federal and state law changes, Temporary Assistance for Needy Families (TANF), United States Department of Housing and Urban Development (HUD)/Section 8 regulations, Health Insurance Portability and Accountability Act (HIPAA) and Social Services Law;

Ensures department-wide compliance with evolving federal and state legislation;

Develops new policies and procedures as needed;

(over)

Leads risk management initiatives and coordinates with County, State, and Federal oversight entities;
Oversees Child Support Enforcement legal proceedings, ensuring timely and well-prepared filings, hearings, and enforcement actions;
Coordinates attorneys and legal staff specializing in child support, including compliance with state/federal child support regulations;
Serves as senior liaison to courts, county departments, law enforcement, New York State agencies, federal agencies and community organizations;
Meets with judges, attorneys and agency officials to address case flow, operational issues and collaborative solutions;
Represents the Department at meetings, hearings, conferences, legislative sessions and compliance reviews;
Conducts special projects, research, surveys and department-wide analyses as assigned;
Participates in budget preparation;
Provides legal, administrative, personnel and compliance input, prepares justifications and evaluates operational needs;
Contributes to long-term strategic planning, department policy development and organizational improvement initiatives.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Thorough knowledge of State and Federal laws applicable to Social Services operations (including TANF, HUD, Section 8, HIPAA, Social Services Law); thorough knowledge of civil, criminal, and family court procedure and rules of evidence; thorough knowledge of administrative operations and practices within a Social Services agency; thorough knowledge of personnel administration, Civil Service Law, labor contracts, job analysis, position classification and recruitment practices; good knowledge of departmental organization, supportive operations, Welfare Management System (WMS) and administrative processes; ability to draft legal instruments, opinions, contracts, policies and administrative directives; ability to supervise attorneys, administrative managers, personnel professionals and compliance staff; ability to analyze, appraise, and apply legal principles, facts and precedents to complex problems; ability to oversee regulatory compliance involving multiple state and federal programs; ability to communicate effectively, orally and in writing, including use of legal terminology; ability to manage sensitive personnel, legal and compliance matters with sound professional judgment; ability to establish and maintain cooperative working relationships with legal professionals, county departments and state and federal agencies.

MINIMUM QUALIFICATIONS: Possession of a license to practice law in New York State and eight (8) years of paid work experience in the practice of law, at least three (3) years of which must have been with civil, criminal, or family law in a health, social services, or human services agency and three (3) years of supervisory or managerial experience over professional staff including attorneys.

NOTE: A current certificate of good standing must be submitted at the time of application.

SPECIAL REQUIREMENT: License to practice law in New York State must be maintained throughout the course of employment in this title.

R.C.D.P. 11.09.2026
PJC/Non-competitive (Confidential/Policy-Influencing)