

DIRECTOR OF SERVICES (SOCIAL SERVICES)*

DISTINGUISHING FEATURES OF THE CLASS: This is professional and administrative work of a complex nature involving responsibility for developing, implementing and overseeing social casework policy and programs in the Department of Social Services. The work is performed under the general direction of the Commissioner of Social Services and supervision is exercised over a large number of professional, technical and clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Develops, implements, and oversees social casework policy and procedures in Children and Family Services in order to ensure the provision of effective services to clients and compliance with Federal, New York State and local government regulations;

Meets with management and supervisory staff in order to develop and implement programs and policies, evaluate procedures, resolve problems, discuss improvements in procedures and policies, etc.;

Oversees and monitors the professional development and performance evaluation of staff;

Interprets and oversees the implementation of Federal, New York State and local laws, regulations and directives;

Acts as liaison with other public and private social service agencies for the exchange of information and coordination of services;

Attends meetings, conferences, and workshops, especially those that pertain to the development and implementation of social casework programs;

Prepares a variety of reports;

Oversees special projects as assigned;

May represent the Commissioner and/or Deputy Commissioner in their absence, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of social casework, especially as they apply in a public welfare setting; thorough knowledge of Federal, New York State and local public welfare laws and programs; good knowledge of the principles and practices of social welfare administration; ability to develop, implement and administer social casework policies and procedures; ability to supervise the work of others; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS:

1. A Master's degree in Social Work, Psychology, or comparable curriculum and five (5) years of responsible post-degree program administration**, managerial/supervisory experience*** in a public social welfare or human services setting.
2. A Bachelor's degree in Social Work, Psychology, or comparable curriculum and seven (7) years of responsible post-degree program administration**, managerial/supervisory experience*** in a public social welfare or human services setting.

*This reflects a retitling of Director of Social Services (Social Services).

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**Program Administration shall be defined as including responsibility for all or some of the following: Directly supervising program staff (e.g., reviewing recommendations made by lower-level staff, assigning and reviewing work, evaluating work performance and maintaining work standards); overseeing and/or evaluating program activities, services and procedures; providing recommendations from the development of policies and procedures; reviewing and/or overseeing the maintenance and preparation of program records and reports.

***Managerial/Supervisory experience shall include supervision provided to professional-level employees substantially involved in the provision of social casework services and/or the evaluation of such services.