

DIRECTOR, ASSISTANCE PROGRAMS

DISTINGUISHING FEATURES OF THE CLASS: This is high-level administrative and managerial work involving responsibility for overseeing the planning, implementation and coordination of public assistance programs within the Department of Social Services (e.g., Temporary Assistance, SNAP, Medicaid). The Director serves as the primary leader in ensuring program efficiency, compliance with regulations and effective delivery of service to the community. The work is performed under the direction of the Commissioner of Social Services or designee and supervision is exercised over program staff working throughout multiple units. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides strategic leadership and oversight of public assistance programs, ensuring operational efficiency and alignment with departmental goals;
Develops and implements program policies and procedures relating to various public assistance programs administered by the Department of Social Services in coordination with federal, state and local regulations;
Analyzes program performance, identifies areas for improvement and recommends adjustments to enhance service delivery;
Compiles statistics, completes public assistance program evaluations and prepares a variety of reports;
Manages budget allocations and resource distribution for public assistance programs;
Acts as a key liaison and representative, coordinating with government agencies, community organizations and stakeholders to enhance collaboration and resource-sharing;
Supervises and directs program managers and staff, including overseeing training, performance evaluation and professional development;
Oversees compliance monitoring and reporting, ensuring adherence to all relevant laws and regulations governing public assistance;
Represents the department at high-level meetings and policy discussions, advocating for program enhancements and funding opportunities;
Utilizes data-driven decision-making, leveraging analytics and program evaluations to improve public assistance initiatives;
Directs the authorization and distribution of public assistance benefits, ensuring equitable access for eligible individuals;
Uses computer applications or other automated systems such as spreadsheets, word processing, database software, etc. in performing work assignments.

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*; thorough knowledge of general laws affecting eligibility for financial assistance (e.g., Social Security, Unemployment Insurance, Worker's Compensation); ability to supervise and direct a large staff; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relations across government agencies, community organizations and within the organization; 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*.

(over)

MINIMUM QUALIFICATIONS:

1. An Associate's degree and seven (7) 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; or
2. A Bachelor's degree and five (5) 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; or
3. A Master's degree or higher and three (3) 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.

PROMOTION: One (1) year of permanent status as a Coordinator, Assistance Programs.

*To be demonstrated during the probationary period.