

EMERGENCY FAMILY SHELTER COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This is professional work involving the responsibility for the supervision and coordination of the Rockland County Emergency Family Shelter by ensuring the efficient operation and delivery of services in accordance with local and New York State rules and regulations. During periods of emergency work, employees in this class may be required to work during times outside normal working hours. The work is performed under the direction of a higher-level administrator and supervision is provided to a number of paraprofessional and support personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates and directs the daily operations of the Emergency Family Shelter to ensure the provision of services in accordance with local and New York State rules and regulations;
Reviews and makes changes to shelter operating procedures, as appropriate;
Performs intake assessments to determine service needs and makes referrals to outside agencies (e.g., employment, childcare, school transportation), as needed;
Oversees and coordinates staff in the delivery of services by coordinating work, establishing priorities, reviewing case records and plans;
Provides and oversees case management services for families in the shelter including employment and housing plans;
Prepares the shelter's budget by gathering information, evaluating the shelter's operational needs, projecting annual expenses, etc.;
Oversees the physical maintenance of the shelter facility by monitoring conditions, addressing concerns, maintaining cleanliness, monitoring the completion of repairs, and ensuring the overall compliance with New York State shelter regulations;
Facilitates shelter operations by collaborating with department heads and other personnel to organize and manage essential provisions (e.g., food, linens, building maintenance, security, etc.);
Develops initiatives to support clients to secure and maintain permanent housing upon leaving the shelter;
Acts as a liaison to other Department of Social Services units, other county departments and agencies, and community organizations to facilitate services and make referrals;
Conducts field visits to facilitate housing search and relocation for clients in need;
Ensures that shelter staff adheres to required training mandates;
Prepares a variety of reports;
Conducts special projects, as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of social casework; thorough knowledge of Federal, State and local public welfare laws and programs; thorough knowledge of operating standards, and the principles and practices as they relate to an emergency housing setting; good knowledge of techniques of case reporting; good knowledge of interviewing techniques; good knowledge of New York State and local case management systems (e.g., Adult Services Automated Program (ASAP), Child Welfare Automated Program (Connections))*; ability to supervise the work of others; ability to communicate effectively, both orally and in writing; ability to prepare reports; ability to establish and maintain cooperative relationships with others, including shelter residents.

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MINIMUM QUALIFICATIONS:

1. A Bachelor's degree in Social Work, Psychology, Sociology, Criminology, Counseling, Education, or comparable curriculum and four (4) years of responsible social casework** experience, one (1) year of which must have included the direct provision of services to homeless children or families.
2. A Master's degree in Social Work, Psychology, Sociology, Criminology, Counseling, Education, or comparable curriculum and two (2) years of responsible social casework** experience, one (1) year of which must have included the direct provision of services to homeless children or families.

SPECIAL REQUIREMENTS:

1. Possession of a valid driver's license.

For positions within the Emergency Family Shelter Unit at the Rockland County Department of Social Services:

2. Applicants for designated positions with the Department of Social Services that may have regular or substantial unsupervised or unrestricted contact with children shall be subject to background checks according to the New York State Justice Center's Staff Exclusion List (SEL) and New York State Office of Children and Family Services Sitewide Central Register of Abuse and Maltreatment (SCR). All publicly funded emergency shelters for families with children, must perform a criminal history information check through the Division of Criminal Justice Services (DCJS) for all prospective employees who will have the potential for regular and substantial contact with children served by the shelter. These background checks will be conducted through DCJS eJusticeNY Integrated Justice Portal, and requires submission of the applicants' fingerprints through DCJS's contracted services provider. If an applicant is found to have a criminal history, the shelter must determine whether to hire the prospective employee in accordance with the provisions of article 23-A of Correction Law and section 296 of Human Rights Law. Inquiries on current employees shall be made annually and prior to promotion but no more often than once in any six-month period (N.Y. Social Services Law 424-A. Candidates/applicants with conditional offers of employment may be required to submit the necessary fee(s) for background screening and inquiries shall be completed prior to employment hiring/start date. Refusal to sign the necessary clearance forms, submit the required associated fees and/or participate in the review process shall be cause for an automatic non-selection. In addition, inquiry responses are subject to evaluation and may result in disqualification pursuant to Section 50 of New York State Civil Service Law.

*To be demonstrated during the probationary period.

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**Social Casework is defined as maintaining a caseload of clients which includes making assessments for multiple services, coordination of services and performance of follow up visits to continually reassess client needs, and/or performing child welfare and/or child protective service functions including field visits, interviews, and referrals of needed services. Social casework does not include determining eligibility for benefits, such as food stamps, medical services, housing, child support, emergency services, day care, HEAP assistance, etc. or coordination thereof.

R.C.D.P. 12.11.2023

Competitive

11.01.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.