

Jurisdictional Class: Competitive  
EEO Category: Professionals  
Revised: 01/16/2020  
Approved by NYS OTDA: 04/08/2005

## **DIRECTOR OF SERVICES**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for planning, coordinating and directing the effective delivery of adult, family and children's services to agency clients. The Director over-see and coordinates the work of services staff in various program areas, establishes casework policies and procedures in accordance with state requirements, ensures necessary staff training and maintains co-operative relationships with other community public and private agencies. The work is performed under the general supervision of the Commissioner of Social Services, with wide leeway allowed for the use of independent judgement in carrying out work activities. Supervision is exercised over the work of supervisory, professional and clerical staff involved in the delivery of adult and children's services. The incumbent performs related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Oversees and coordinates the work of various adult and children's services units in the department, including Family Services, Foster Care, Adoption, Child Protective, Child Preventive and Intake;

Interprets and communicates State and federal directives and requirements and ensures compliance through the development of appropriate agency policies and procedures;

Conducts individual and group conferences with casework supervisors to discuss policies, procedures, organizational patterns, delivery of services, specific case problems, etc;

Evaluates agency procedures and practices in area of responsibility and implements changes to improve the effectiveness and timeliness of services to clients;

Establishes necessary controls and systems to assure casework, correspondence and reports are completed and current;

Determines staffing patterns within the services units and delegates specific duties to Case Supervisors;

Plans and coordinates the provision of staff development training sessions for services personnel;

Recommends staffing and program needs for services units in conjunction with budgetary plans;

Establishes and maintains cooperative working relationships with other Social Services departments, community human service and health agencies;

Represents the department at conferences, public meetings, committees and interprets agency programs and policies to the community;

Ensures that casework correspondence and reports are completed and current;

Maintains cooperative relationships with other welfare agencies in the community;

Recommends agency casework practices, policies and procedures;

Ensures proper standards of casework are employed in accordance with department policies;

Recommends staff training of personnel assigned to the Services Division;

Defines and interprets Federal, State and local programs and regulations to casework staff;

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**TYPICAL WORK ACTIVITIES cont'd:**

Supervises the implementation of service contracts with public and private agencies;  
Coordinates and compiles the Consolidated Services Plan which identifies and articulates services goals and objectives;  
Represents the Commissioner at meetings and briefings;  
Prepares a variety of records and reports.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Comprehensive knowledge of modern principles and practices of social case management and public welfare administration; Comprehensive knowledge of Federal, State and local social services laws, regulations and programs as they relate to the delivery of human services; Thorough knowledge of community public and private agencies available for use in coordinating services to clients; Ability to plan, direct, and supervise the work of others; Ability to analyze and suggest solutions to problems in casework supervision and administration; Ability to interpret State and Federal directives and develop implementation policies and procedures; Ability to plan, organize and direct a varied program of services to adults and children; Ability to recognize the impact of programs upon budget and work within budgetary limitations; Ability to communicate effectively both orally and in writing; Ability to establish and maintain successful relationships with agency staff and other community agencies; Ability to prepare complex narrative reports; Good powers of observation and analysis.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree **AND** four (4) years of experience in social casework\* with a public or private agency, two (2) years of which shall have been in a supervisory capacity; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree **AND** five (5) years of experience in social casework\* with a public or private agency, two (2) years of which shall have been in a supervisory capacity.

\*Social casework is defined to mean experience which shall have involved a one-to-one interaction with a client in order to actively facilitate the identification of client needs and goals through the interview process, as well as, the development of a service plan (i.e., identification and coordination of services available in the agency or the community to meet these needs and goals).

**SPECIAL REQUIREMENTS:**

1. Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.
2. Statewide Central Register (SCR), per Section 424-a of the Social Services Law, and Staff Exclusion List (SEL), per Section 495 of the Social Services Law, background checks are required prior to appointment.

Title change from "Director of Social Services": 08/11/2000

Adopted: 08/16/1972; 04/10/1974; 02/09/1982

Revised: 11/07/1995; 07/22/1996; 09/05/1996; 09/24/1996; 08/11/2000;  
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