

Civil Division: Oneida County
Jurisdiction Class: Competitive
Adopted: 12/28/00
Approved by NYS OTDA: 04/08/05

ASSISTANT DIRECTOR OF SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position responsible for assisting the Director of Services in planning coordinating and supervising the services unit in the Oneida County Department of Social Services. This position involves assisting in planning, implementing and coordinating new programs to improve services and determining and implementing revisions to existing programs. The employee develops policies and procedures for manual and automated systems in this unit. The employee is responsible for implementation, evaluation and compliance with State laws, regulations and standards of good practice. Work is performed under supervision of the Director of Services and general supervision of the Commissioner of Social Services. Does related work as required.

TYPICAL WORK ACTIVITIES

- Collects and evaluates statistical data, on all program areas, to review trends changes and its impact on current service availability.
- Develops, implements and maintains quality control systems to monitor casework practices, work flow, service delivery and enforce regulatory compliance.
- Monitors agency systems used for case reporting and budget to determine compliance and impact; works with agency staff in developing new automated information and record keeping systems and/or revising existing systems to ensure quality of information and compliance with uniform case reporting standards.
- Assess the need for new programs or services, within the Services Division and the community, to best serve the client population and the community; designs and implements programs and monitors them to determine effectiveness.
- Designs training programs to instruct staff in current case work policies and procedures, inform them regarding changes in state mandates and to ensure quality control in case work practice.
- Acts as a liaison with department directors, department heads in the county and directors of community agencies to share information about Services goals and services provided, to resolve problems or conflicts and to avoid duplication of services with multi-discipline providers.
- Investigates complaints from the courts, private agencies, schools and other county agencies regarding service delivery and makes recommendations to resolve complaints.
- Makes recommendations to the Director regarding staffing levels, budget expenditures for the division, developing new programs to meet "gaps" in existing services, etc.
- Consults with the New York State Department of Social Services regarding applicable laws and regulations. Reviews proposed legislation to provide input to the Director.
- When assigned, acts as the Director of Services during the absence of the Director.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSON CHARACTERISTICS.

Thorough knowledge of modern principles and practices of social case work and public child welfare administration and ability to apply these in the performance of duties; thorough knowledge of Federal, State and local public welfare laws and programs particularly as they apply to child welfare; thorough knowledge of all services directly provided for or purchased by the children and Family Services Division; comprehensive knowledge of child protective services investigation practice and systems; thorough knowledge of foster care service delivery and systems; thorough knowledge of techniques of case reporting; good knowledge of systems development and evaluation; good knowledge of modern management principles and procedures; ability to collect, analyze and evaluate statistical data; ability to develop, implement and coordinate program activities; ability to prepare clear and accurate records and reports; ability to establish and maintain successful relationships with people; ability to interpret the goals of the agency; ability to present ideas clearly both orally and in writing; ability to provide administrative and direct supervision and leadership.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Masters Degree in Social Work or a closely related field **AND** four (4) years of social casework experience; two (2) years which must 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 in Social Work or a closely related field **AND** five (5) years of social casework experience; two (2) years which must have been in a supervisory capacity.

NOTE: Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

DEFINITION: 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).