

Civil Division: Oneida County
Jurisdictional Class: Competitive
Revised: 08/11/00
Approved by NYS OTDA: 04/08/05

DIRECTOR OF SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Department of Social Services and 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. Does 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;

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TYPICAL WORK ACTIVITIES cont'd:

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;

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) Possession of a Master's Degree in social work or a closely related field from a graduate school approved by the New York State Department of Education, **AND** five (5) years of experience in social casework with a public or private social agency adhering to acceptable standards; two (2) years of 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, **AND** six (6) years of experience, as outlined in (A) above; **OR**
- (C) An equivalent combination of training and experience, as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.

(Title change only from Director of Social Services)

Adopted: 08/16/72, 04/10/74, 02/09/82
Revised: 11/07/95, 07/22/96, 09/05/96, 09/24/96, 08/11/00