

## ASSISTANT DIRECTOR OF DIVISION (CASE MANAGEMENT)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Commissioner of Social Services, an incumbent of this position is responsible for the development, implementation, and coordination of case management systems and services in compliance with State and Federal Welfare Reform initiatives. The incumbent will be responsible for directing, coordinating, developing and implementing programs to promote professional, individual and community support for comprehensive Case Management, with a goal to move large numbers of customers from Welfare to self sufficiency. The incumbent is also responsible for clarifying controversial Welfare Reform issues and developing and maintaining effective communications with staff, customers, and the community. This class is a member of the Executive Staff, and participates with the Commissioner and Deputy Commissioners in the overall management of the Department. Supervision is exercised over a large number of managerial, professional and clerical personnel. Extensive travel may be required. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Administers, directs, implements and coordinates case management systems and services in all District Offices;

Maintains functional integrity and quality of service delivery in each location, developing systems to enable the review and evaluation of services provided;

Directs and coordinates interagency planning for delivery of child welfare case management services;

Defines training and human resource needs required for the implementation and delivery of case management services;

Participates as a member of departmental, community and state-wide committees, serving either as a resource person or the representative of the Department;

Addresses civic, business and community groups and organizations to promote support for the Department's child welfare, and other, case management initiatives;

Keeps abreast of trends and developments in the field of case management systems and recommends new or revised services to the Executive Staff;

May participate in the development of the annual budget to ensure adequate resources to support Child Welfare and case management services;

Develops and implements appropriate reports and reporting systems necessary for administrative or program control and evaluation activities;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Uses computer applications or other automated systems such as spreadsheets, word-processing, calendar, e-mail and database software in performing work assignments;

Performs administrative and managerial duties as requested;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the goals and objectives of the department, national, state and local trends in the delivery of social welfare case management programs and legislation; thorough knowledge of the principles and practices of administrative supervision and decision making; good knowledge of applicable Federal, State and Local laws as they relate to Social Services and public welfare administration; good knowledge of Social Service Law codes, rules and regulations, especially as relates to Child Welfare; good knowledge of the principles and practices of administrative supervision and decision making; ability to analyze, plan and direct the delivery of services programs; ability to develop and maintain community relations; ability to think analytically; ability to communicate effectively both orally and in writing; ability to plan, coordinate and evaluate the work of assigned personnel; skill in the use of computer applications such as spreadsheets, word processing, e-mail, and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; leadership; tact; sound judgment; integrity; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and six years of experience with executive, managerial and/or administrative responsibilities, four years of which must have been in a social services agency, including two years of experience in Child Welfare.

SUBSTITUTION: A Master's Degree may be substituted for the above experience at the rate of 30 credit\* hours per year. There is no substitute for the four years of specialized experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.