

CHIEF OF SECTION (SOCIAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the Commissioner of Social Services, an incumbent of this position serves in an executive-level capacity with responsibility for directing the integration of new or changing departmental policies and standard operating procedures to ensure consistency in the way each division administers programs and services and that activities are in keeping with the goals and objectives of the department. Considerable latitude is given for independent judgment and action as directives frequently cross functional lines of authority and in most cases, has department-wide impact. The incumbent is also responsible for directing and participating in department-wide strategic planning in response to changes in Federal and New York State social services laws and mandates; directing departmental communications and governmental affairs, and directing the planning and implementation of emergency operations procedures in accordance with guidelines established by the Emergency Operations Center. The incumbent of this position may represent the Commissioner in dealings with state officials, elected and other public officials, county departments and other partnering agencies, but is not authorized to act for or on behalf of the Commissioner. Supervision is exercised over a number subordinates. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Consults with and advises the Commissioner in the formulation of department-wide policies to ensure that policy changes are integrated and implemented effectively across functional lines of authority (i.e. Division of Child Welfare, Division of Temporary Assistance, Bureau of Case Review, Housing, etc.) and that changes are in accordance with all laws, rules and regulations as set forth by New York State and the Federal government;

Directs the performance of detailed research and analytical studies relating to a variety of socio-economic, demographic, and mandated reporting and administrative service elements relating to all departmental program and client services; selects senior level managers throughout the department to perform these tasks as needed;

Evaluates reports and recommendations based on the analyses of socio-economic, demographic, and mandated reporting and administrative service elements; in response to findings, works with executive staff and senior level managers to develop required modifications of department-wide service delivery, planning and implementation mechanisms;

Organizes and conducts quarterly strategic planning sessions by meeting with executive staff and senior level managers to discuss programmatic, service delivery, and mandatory reporting and administrative processes and the effectiveness thereof; makes recommendations to the Commissioner and provides the Commissioner with technical advice regarding the implementation of process and operational changes to programs and services as well as the possible impact of such changes;

Directs the conduct of spot audits to ensure the effective implementation of service delivery and/or programmatic process changes and ensures implementation is carried out consistently throughout the department;

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

Makes recommendations to the Commissioner regarding resource allocations for the implementation of system, programmatic and service delivery modifications; modifies plans with changes in state and federal mandates and/or funding levels;

Serves as the department's public information officer; communicates directly with executive level staff from the County Executive's Office and/or the Board of Legislators to ensure that information being disseminated has been agreed upon by the appropriate public information officials;

Provides advice and consultation to the Commissioner on high profile cases which typically involve child welfare, although not exclusively, by gathering and evaluating all pertinent information from executive staff, managers and line-staff to prepare recommendations;

Supervises the activities of the department's FOIL officer and the compilation of complex, detailed information as needed; reviews information to be released to ensure the conditions of the request are met; communicates with the County Attorney's Office as needed;

Directs the department's Emergency Operations Response Plan which involves working with over 40 managers throughout the department to implement safety measures and evacuation plans for all district offices (over 1,000 employees), in accordance with directive set forth by the County Executive's Office;

May represent the Commissioner in dealings with local, state and federal officials, as well as with other County departments, and at conferences, meetings and seminars;

Uses computer applications or other automated systems such as spreadsheets, calendar, email and database software in performing assignments;

May perform other incidental tasks as necessary.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of Social and/or Human Services and related legislation; thorough knowledge of the principles and practices of administration and management systems; thorough knowledge of the principles and practices of administrative supervision and decision-making; ability to plan, implement and integrate social services policies, regulations and procedures; ability to supervise, plan, direct and evaluate the work of others; ability to think analytically; ability to work cooperatively with related agencies, officials, personnel, and the general public; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; sound professional judgment; initiative; discretion; integrity; reliability; physical conditions commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and seven years of experience where the primary function of the position involved strategic program planning and development experience at an executive or managerial level, four years of which must have been in a human services agency.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level will be considered in evaluating 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.