

COMMISSIONER OF SENIOR PROGRAMS AND SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the County Executive, in cooperation with the Council for Seniors and in accordance with New York State and other applicable federal, state and local laws, the incumbent of this position is responsible for the operation and administration of the Westchester County Department of Senior Programs and Services. The incumbent directs, plans and manages the activities of the department which is responsible for the administration, analysis, promotion and coordination of programs related to the social problems and needs of the aging through the development of a non-discriminating, high quality, accessible system of services. These services are provided through departmental activities and contract agencies, and in conjunction with services from the Departments of Social Services, Health, Mental Health, and Parks, Recreation and Conservation, as well as the Offices for the Disabled, Women, and Consumer Affairs. The incumbent provides extensive fiscal and programmatic monitoring, analyses and evaluation of operations to ensure the highest quality and most efficient delivery of services. The incumbent consults with the Council for Seniors regarding the development and delivery of services in response to community needs and regulatory mandates. This position is characterized by a high degree of contact with state agencies, community groups, and other County departments. General supervision is exercised over professional, administrative and support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Plans, organizes, and directs the activities of a number of employees engaged in the activities of the Department's divisions and subdivisions;

Sets overall departmental policy in accordance with mandates and County objectives and conducts long-range planning for the Department;

Formulates major policies and plans programs and procedure revisions in conjunction with appropriate staff members;

Establishes organizational structure of the Department to ensure financial, human, material and physical resources are used efficiently and effectively to provide cost-effective services, programs and benefits;

Keeps abreast of changes or revisions in overall County policies through regular discussion with the County Executive, Budget Director and members of the Board of Legislators;

Evaluates social, economic, and legislative trends and reviews analyses and appraisals of them prepared by departmental executive staff as a basis for determining need for revisions in or additions to established agency programs and services;

Establishes formal means of accountability, and approves developments or changes in matters involving Departmental policies and procedures;

Meets with key staff members on unusual or complex problems and decides major matters not covered by the policy;

EXAMPLES OF WORK: (Cont)

Develops and administers an agency personnel program including staff selection, evaluation, training and development, discipline and labor relations;

Works closely with private and public agencies in coordinating their programs and services with those of Westchester County to insure maximum consistency of objectives, to prevent overlapping and duplicating of services and to avoid nonessential servicing by the County of areas more properly covered by private agencies;

Controls expenditures through budget planning, financial reports and special studies;

Approves the selection of all key management and technical personnel;

Maintains public relations through speeches, public and press contacts and active participation in community level activities;

Participates, as a member of the County Executive's Cabinet, in the consideration and development of Countywide policies;

Advises County Executive of the impact of contemplated policy decisions on the Department's operations;

Meets regularly, as required, with members of the Board of Legislators and appropriate Committees of the Board to insure mutual understanding of policies, programs, services and problems;

Prepares and is responsible for the departmental budget in final form;

Keeps abreast of changes in State and Federal laws, rules, procedures, regulations and methods;

Initiates discussions of desirable legislative proposals with County Executive, Board of Legislators and selected groups and individuals to project Department's position and reasoning and appraise reactions.

Relates to State officials concerning program development, financial resources and the care of Westchester residents' serviced by State programs;

Exercises program monitoring over local services and local facilities;

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

Responsible for the investigation and settlement major complaints, grievances or requests from the public, employees and people under the Department's care.

DESIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Comprehensive knowledge of public administration, personnel administration, and budgetary and fiscal planning; comprehensive knowledge of community organization and resources serving the aging; comprehensive knowledge of the principles of social research and the collection of social statistics; thorough knowledge of the principles, practices and procedures used in developing statistical and narrative reports on agency operations; ability to develop, plan and implement operating policies, regulations and procedures; ability to effectively and efficiently manage an organization providing and contracting for various services to a large aging population; ability to establish and maintain effective working relationships with public officials, professional organizations, community groups, and others; ability to elicit the cooperation of others; ability to analyze and evaluate reports and studies; ability to communicate clearly, both orally and in writing; ability to review programs and establish service goals and objectives; ability to plan, direct and supervise the work of others; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and/or database software; sound professional judgment; initiative; reliability; tact; discretion; resourcefulness; physical condition commensurate with the demands of the position.

DESIRED TRAINING AND EXPERIENCE: A Bachelor's Degree* and eight years experience as the administrative head of a governmental or private agency providing services to the aging.

SUBSTITUTION: Satisfactory completion of a Master's Degree* in Social Work, Gerontology, Counseling or other related Human Service Program, or in Public or Business Administration, may be substituted for one year of the above stated 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 Education Department as a post-secondary, degree-granting institution.