

DIRECTOR OF CHILD WELFARE

DISTINGUISHING FEATURES OF THE CLASS: Under the supervision of the Deputy Commissioner of Social Services, an incumbent of this class directs the Child Welfare Services division of a District Office or the Child Welfare Services division of the Department. Incumbents are responsible for administrative oversight over all child welfare operations within a District Office which includes Child Protective Services (CPS), Foster Care and Preventive Services of a District or Central Program Office. This entails collaborating with various internal and external partners and stakeholders, including New York State Office of Children and Family Service (OCFS), to make independent decisions regarding the provision of services to vulnerable children and families. Incumbents direct, plan, administer, organize, monitor and control the activities of professional casework managers, supervisors and caseworkers engaged in child welfare field operations and program work. Work is coordinated with other Child Welfare divisions and other county and state agencies with responsibilities in the area of child welfare. Additionally, incumbents review, interpret and analyze rules, regulations, laws, court decisions, policies and procedures relating to child welfare in order to formulate and implement strategies and programs designed to ensure the safety, permanency, and well-being of children. Further, incumbents participate as a member of the Department's leadership staff and are expected to contribute to policy formulation and decision-making over a variety of program and operational areas, including those outside the incumbent's direct area of assignment. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Directs and manages staff, programs and operations, through subordinate managers and supervisors, of professional casework staff engaged in child welfare field operations and programs;

Coordinates the activities of the division with other Divisions within the Department, and with those other agencies involved in child welfare, including Family Court, Public Safety, District Attorney, etc.;

Provides motivation, support, guidance and oversight to field managers, supervisors and line staff ensuring that managers and supervisors are providing appropriate crisis as well as non-crisis leadership to their staff, while delegating back to supervisors/workers issues that are appropriate at their level;

Establishes and analyzes current operations and adjusts accordingly, monitors staff/supervisor performance to complete work as directed, ensures that all local, state and federal mandates are met, and that all key areas of responsibility are accomplished, and develops and implements strategies in response to identified problems;

Conducts bi-weekly conferences with direct reports and provides written follow-up and ensures that performance evaluations are done in a timely and accurate manner, and that appropriate progressive discipline is taken as needed;

Ensures that professional staff are properly and effectively supervised and trained so that casework services are provided in a timely and on-going manner, and handled appropriately according to department standards;

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

Implements quality assurance controls to ensure that casework procedures are followed and enforced;

Supervises and prepares case summaries in response to fatalities or serious physical abuse cases where the family is known to child welfare;

Maintains current knowledge of the field of Child Welfare, and proposes, develops and implements short and long range plans, programs and strategies to address changing needs and advance best practice and innovation to ensure the effective and thorough investigation and resolution of child welfare cases;

Prepares the annual budget and operating plan for the division, prepares periodic reports on division operations, and regularly assesses the need for office equipment and supplies;

Provides general administrative oversight, including but not limited to: case crisis consultations; review of court reports, extensions of placements, permanency reports, etc; reviews case records on negative administrative review decisions and Fair Hearings;

Establishes and maintains effective working relationships with professional, community and social service organizations to coordinate efforts or obtain their assistance in the prevention and resolution of child abuse and neglect;

Establishes and supervises record-keeping, reporting, training and budgetary procedures for the division, and manages administrative support functions such as: monitoring time and leave balances and vacation requests, reviews overtime and reimbursement requests, office administrative support services, computer issues both state and local, reception, financial control, employment, facilities management, supplies and equipment, etc.;

Represents the department in conferences, meetings, seminars, or presentations as needed;

May provide community education on the problems of child abuse and neglect and the necessity of reporting suspected cases;

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

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Comprehensive knowledge of the Federal, State and local laws and regulations concerning the administration of child welfare programs; comprehensive knowledge of the principles, procedures and methods of social casework; thorough knowledge of community resources and agencies available to provide related child welfare services; thorough knowledge of and ability to apply management principles and techniques; thorough knowledge of the goals and objectives of the department, as well as national,

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Cont'd.) state and local trends in the delivery of child welfare programs and services; thorough knowledge of modern developments, current literature and sources of information in the field of child welfare; thorough knowledge of the principles and practices of administrative supervision and decision-making; thorough knowledge of the functions of various divisions of the department and their inter-relationships; good knowledge of the principles, procedures and methods of organization for the administration of Social Service programs; good knowledge of organizational and administrative processes and techniques, including budget preparation and control, fiscal planning, contract mgmt, personnel administration, staff development & training, etc.; skill in public speaking; skill in providing leadership to subordinate staff; ability to plan, organize and supervise the work of subordinate professional managers, supervisors, and caseworkers, as well as subordinate administrative and clerical staff; ability to work independently, set priorities and effectively plan, manage, and direct programs and multiple projects, tasks, priorities and office workflow; ability to identify critical issues and problems and to formulate solutions to facilitate achievement of program goals, objectives and outcomes; ability to interpret complex written material including legal narrative and assess the impact thereof on programmatic goals; ability to establish and maintain effective working relationships with public officials, community agencies, departmental staff, and the general public; ability to communicate effectively, both orally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; leadership; tact; sound judgment; integrity; self-motivated; initiative; resourcefulness; innovative; strategic vision; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and six years of experience in a public social service agency at a managerial or administrative level, which included four years of experience where the primary responsibility of the position was in the field of Child Welfare social casework with responsibility for planning, managing and implementing Child Welfare programs.

SUBSTITUTION: A Master's Degree in Social Work, Management or Administration field or closely related field may be substituted for the above general managerial or administrative experience at the rate of 30 credit* hours per year for a maximum of two years. 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 Education Department as a post-secondary, degree-granting institution.

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Job Group: XVI