

DIRECTOR OF OPERATIONS (SENIOR PROGRAMS AND SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Commissioner of Senior Programs and Services, an incumbent has broad responsibility for the development, implementation, coordination and oversight of major organizational components of the Westchester County Department of Senior Programs and Services. Assignments may be in a combination of areas such as Direct Client Services, Administrative and Management Services, Program Operations, Research and Planning, Regional Planning/Service Coordination, and /or Community Services in compliance with the federal and state regulations and guidelines that fund the Department. The work additionally involves responsibility for designing policy, and analyzing advocacy issues. Supervision is exercised over a large number of professional and clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Administers and directs the operations of assigned areas insuring proper control, effective management, efficient expenditure of resources, and the attainment of departmental and program objectives;

Prepares budget requirements for assigned areas to include forecasts, staffing changes, setting goals and objectives, allocating resources, establishing priorities and measuring results through reviewing reports;

Supervises and participates in writing grant proposal applications;

Oversees long-term care client services programs;

Oversees access services, which includes information & assistance, outreach, home energy assistance program, weatherization, home improvement program, health insurance information and counseling programs;

Oversees the employment subdivision;

Oversees the preparation of the Annual Implementation Plan in accordance with Federal and State guidelines;

Prepares the departmental annual report;

Participates as a member of management staff in the development and implementation of management objectives and program practices and procedures within assigned areas;

Develops key staff and insures an adequate training plan is developed and implemented for all subordinate personnel;

Analyzes, designs and institutes management reporting or information systems within designated areas of responsibility insuring that logical basis and supporting data for such requests are clearly demonstrated;

Represents the Department with community groups, individuals, other agencies and public officials to explain and sustain support for policies and practices in assigned areas and of the Department in general;

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

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

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of public administration, personnel administration, and budgetary and fiscal planning; thorough knowledge of community organization and resources serving the aging; thorough knowledge of the principles of social research and the collection of social statistics; good knowledge of the principles, practices and procedures used in developing statistical and narrative reports on agency operations; ability to plan and implement integrated 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 supervise administrative staff and gain the cooperation of professional personnel; ability to meet and deal effectively with 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 effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and/or database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; discretion; sound professional judgment; reliability; resourcefulness; initiative; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and six years of experience in the administration or management of services for senior citizens.

SUBSTITUTION: Satisfactory completion of a Master's Degree* in Social Work, Gerontology, Counseling or other related Human Services 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.

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