

DIRECTOR OF PROGRAM DEVELOPMENT II (CHILD SUPPORT ENFORCEMENT)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this one position class is responsible for directing and managing all aspects of the Office of Child Support Enforcement in the Department of Social Services. Extensive contact with family Court judges and various Federal, State, and local departments is required, and the incumbent must develop and implement policy as well as direct the ongoing operations of the office of Child Support Enforcement. Considerable latitude is given for the exercise of independent judgment as the incumbent supervises and monitors all legal and fiscal activities and procedures relating to private and public assistance, child support collection and enforcement. Supervision is exercised over a large number of managerial, professional and clerical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Develops and directs the Department's Child Support program and operations, including the pursuit of third party health insurance, and child care expenses;

Directs and coordinates intergovernmental, interagency, and intra-agency planning, including Family Court involvement, for the Child Support component of Welfare-to-Work;

Develops and directs management goals and objectives for the Office of Child Support Enforcement, in accordance with the legal requirements set forth Federal, State and County governmental agencies;

Designs program standards in support of the established goals and objectives for the Office of Child Support Enforcement, and monitors and evaluates performance in accordance with those performance standards;

Defines and develops training needs required for the implementation of Child Support Enforcement and collection activities, including local license suspension and medical insurance income execution and implements and oversees training;

Oversees the financial record keeping and accounting procedures for child support accounts and prepares studies and analyses of fiscal issues for the Office of Child Support Enforcement;

Develops and monitors security protocols for the Support Collection Unit, in accordance with State regulations.

Interprets, monitors and reviews changes in reporting requirements of local, state and federal agencies regarding Child Support Enforcement as they affect operational procedures and systems;

Prepares reports to obtain the maximum level of funding reimbursement from the state and federal government;

Identifies and addresses problem areas in the Office of Child Support Enforcement as well as potential problems with existing and new programs resulting from state and federal legislation, regulations and initiatives;

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

Oversees the procurement of contracts associated with the Child Support Program;

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 associated with physical plant and computer issues as necessary;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGES, SKILLS, ABILITIES, AND ATTRIBUTES: Thorough knowledge of the goals and objectives of the department, national, state and local trends pertaining to Child Support enforcement and collection, and social service programs and legislation; thorough knowledge of the principles and practices of supervision and decision making; good knowledge of Family Court Act, Domestic Relations Laws, Civil Practice Laws and Rules, and Social Service Law, Codes Rules and Regulations; thorough knowledge of automated financial management and Child Support systems; good knowledge of the principles and practices of administrative supervision; ability to develop and maintain community relations; ability to think analytically; ability to communicate effectively both orally and in writing; ability to work effectively with related agencies, officials and personnel; ability to plan, coordinate and evaluate the work of assigned personnel; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; 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 demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelors Degree* and six years experience with where the primary responsibility of the position was in child support enforcement in a public social service agency and/or public social services contract agency, two years of which must have been at a management or administrative level.

SUBSTITUTION: Satisfactory completion of a Master's Degree* may be substituted at the rate of 30 credits* per year of experience for up to two years. There is no substitution for the two 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.

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

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Job Class Code: E0834
Job Group: XIV