

MANAGER I – SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher level manager or director, incumbents of this class function as first level managers within the Department of Social Services. Ordinarily, assignments are in a District Office with responsibility for a number of units providing adult protective services, housing services, medical services, child support enforcement, day care services, case review, fair hearings, or other related services. Incumbents are expected to implement pre-established Social Services policies and procedures, organize, schedule, plan, coordinate and monitor the work of assigned staff, and train staff on program requirements. Incumbents coordinate the activities in their areas of assignment with other Department programs; communicate with the general public, interested constituencies, and customers; and provide analyses of services to upper management. Direct supervision is exercised over a small number of staff; indirect supervision may be exercised over a significant number of staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Manages and directs staff engaged in the provision of services in the assigned program area, such as adult protective services, housing services, medical services, child support enforcement, day care services, case review or fair hearings, to ensure the most effective, efficient and timely methods for compliance;

Implements and monitors quality assurance procedures and protocols to ensure all cases in the assigned program area are initiated, reviewed, evaluated and monitored, in accordance with department guidelines and objectives;

Oversees the investigation of highly sensitive and specialized cases and/or eligibility determinations and provides guidance and direction to staff to ensure cases and/or determinations are handled appropriately;

Interprets policies and directives in assigned program or administrative area and develops procedures in accordance with local, state and federal legal requirements;

Develops and implements effective and thorough procedures for administrative reporting and monitoring requirements for assigned area or program, in order to meet management goals, and directs efforts towards achieving them;

Manages the work of assigned units and ensures staff receive appropriate and adequate training, ensures employee evaluations are conducted on a regular basis and makes recommendations on hiring, firing, promotions, demotions, disciplinary actions, etc.;

Analyzes and interprets program data, prepares reports, and supervises the maintenance of statistics on performance of assigned program area, to assess the status and effectiveness of assigned units, ensure work is performed in accordance with departmental and regulatory requirements, and to develop and implement procedures to maintain and improve efficiency and effectiveness of staff and services;

Establishes and maintains working relationships with professional, community, volunteer and social service organizations to obtain and coordinate their assistance in the provision of services and resolution of cases;

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

Coordinates and monitors the activities of assigned units with those of other agencies involved in the investigation, determination and treatment of clients, including Family Court, Public Safety, District Attorney, etc.;

Acts as a liaison with other sections in the District Office and other divisions in the Department to ensure a unified approach to assigned program procedures;

Stays abreast of changes in Social Service laws, regulations, and policies; maintains expertise in the areas of assignment;

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

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:

Thorough knowledge of the department's organization, policies, procedures, mission and objectives and the interrelationships of the various program areas; good knowledge of the theory and practice of staff development and training; good knowledge of the principles and practices of supervision; good knowledge of applicable Federal, state and local laws, as well as Social Service laws, rules, codes and regulations as they relate to Social Services and assistance programs; ability to exercise sound professional judgment in evaluating situations and making decisions; ability to analyze, plan and direct the delivery of services programs; ability to provide staff with effective leadership, team building and guidance in a manner conducive to full performance and high morale, including planning and organizing work procedures and the use of performance management tools; ability to develop and maintain cooperative community relationships with a variety of groups, organizations and agencies; ability to think analytically; ability to communicate effectively both orally and in writing; ability to utilize management systems to ensure effective and efficient operations; 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; customer service orientation; leadership; tact; integrity; initiative; resourcefulness; self-motivated; thoroughness; accuracy; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and five years of experience in a public social service agency and/or a public social services contract agency where the primary responsibility of the position was the development, analysis, evaluation, supervision or control of social services delivery systems, programs or operations, two years of which must have been at a supervisory level.

SUBSTITUTIONS: A Master's Degree* in a Management or Administration field or in one of the Social Sciences may be substituted for the above experience at the rate of 30 credit hours per year for up to two years. There is no substitution for the two years of specialized experience.

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

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