

## MANAGER II – SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of a higher level manager or director, incumbents of this class generally manage a significant component of a District Office providing services which may include one of the following program areas: adult protective services, housing services, medical services, child support enforcement, day care services, case review, fair hearings, or other related services. Responsibilities include those assigned to Manager I's – Social Services, and in addition, incumbents interpret policies, regulations and directives; develop and implement procedures in accordance with Federal, state and local mandates; develop performance measures and procedures for the collection and analysis of performance data; work within less clearly defined regulations and directives; have greater flexibility in decision making; and are expected to exercise a high degree of initiative in carrying out program and management objectives. Incumbents are responsible for more complex programs and provide direct supervision over a number of managers and/or supervisors and indirect supervision is exercised over a significant number of subordinates. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Performs the duties and responsibilities assigned to incumbents of Manager I – Social Services title, and in addition, performs the following duties:

Plans, directs, coordinates and integrates the activities of the district office to ensure the policies and procedures of the Department of Social Services are implemented in a timely and effective manner;

Analyzes the ongoing performance and departmental impact of assigned programs or operations; at the request of a higher level manager, develops and recommends policy and program initiatives; makes recommendations on development of policies and standards, and assists in development of long and short range plans and strategies;

Assists in the coordination and supervision of administrative and support services of a District or Central Office, including management of fiscal operations, budget preparation, training programs, monitoring and reporting procedures, etc.;

Develops and coordinates systems and procedures to support programmatic and operational requirements through research, data analysis and program planning, and analyzes and evaluates these systems to ensure that they are effective and timely;

Develops and implements appropriate reports and reporting systems necessary for administrative or program control and evaluation activities to ensure services are cost effective and meet quality assurance standards;

Stays abreast of changes in Social Service laws, regulations, and policies; maintains expertise in the areas of assignment; keeps higher level management apprised of changes and impact;

Supervises and assists in the implementation of a variety of management and organizational objectives including planning and organizing new systems and procedures,

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

Provides technical assistance in the interpretation of federal and state regulations, policies and procedures governing program activities;

May prepare program proposals and applications for funding of new programs under state and federal grants;

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 department's organization, policies, procedures, mission, objectives and interrelationships of various program areas; thorough knowledge of Social Service Law, the techniques and resources utilized in researching, interpreting and applying relevant Federal, state and local laws and regulations as they relate to Social Services and assistance programs; thorough knowledge of the theory and practice of staff supervision, development and training; thorough knowledge of the principles of public and personnel administration; ability to conduct analyses, identifying critical elements, interrelationships, underlying causes and broader organizational implications, and promote, plan and initiate innovative and realistic approaches to solve organizational problems, improve operational functioning or enhance service delivery; ability to exercise sound professional judgment in evaluating situations and making decisions; ability to develop and maintain cooperative working relationships with groups and individuals inside and outside the organization and to enable their active participation in program planning and service delivery; 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 communicate effectively both orally and in writing; ability to develop and 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; innovative; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and six 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 management or administrative 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.