

PROGRAM ADMINISTRATOR (TEMPORARY FINANCIAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class provides program oversight to the Temporary Financial Service Programs of the Department of Social Services. This includes the interpretation of state directives and developing policies and procedures to insure compliance with mandates. Additionally, this position provides training to staff at all levels and supervision of the HEAP and Central Utility Payment Units in the Office of Temporary Financial Services. Supervision is exercised over a number of professional and support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Oversees and participates in analyzing and interpreting state policy directives pertaining to Temporary Assistance Programs, the Food Stamps Program and the HEAP Program;

Interprets state directives, develops procedures, and monitors systems in Temporary Financial Service programs;

Reports to executive staff on the fiscal and procedural implications of these directives; and develops local policies and procedures to support, facilitate and implement these directives;

Provides supervisory/managerial oversight of the HEAP and Central Utility Payment units in the Office of Temporary Financial Services (OTFS);

Plans, organizes and conducts programmatic trainings for Associate Commissioners, managers, supervisors, assistant supervisors and examiner staff with regard to the state regulations and mandates and the local mechanisms for the implementation of these mandates for all matters pertaining to Temporary Assistance, Food Stamps and all energy related programs administered by the Westchester County Department of Social Services;

Functions as Temporary Assistance for Needy Families (TANF) Plan Coordinator for the County with responsibility for coordinating and reporting to the state on the plan development and performance;

Oversees the Westchester Scholars Program for the Department of Social Services; one of the programs of the TANF Services Plan;

Acts as liaison with the NYS Office of Temporary and Disability Assistance on departmental inquiries concerning Temporary Assistance, Food Stamps, HEAP and Central Utility payment issues;

Conducts entrance and exit conferences for all Temporary Assistance, Food Stamp, HEAP and Energy Payment audits conducted by the state, and for overseeing Departmental responses to state and federal auditors;

Oversees the development of all corrective action plans required by audit results;

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

Oversees all WCDSS contracts pertaining to the Temporary Assistance, Food Stamps and HEAP Programs;

Evaluates and monitors program progress and recommends changes in organization and procedures as required to meet program goals and fiscal constraints;

Plans, coordinates and evaluates the work of assigned professional and support staff, including performance evaluations, disciplinary issues, time and leave, etc;

Prepares program plans, reports and proposals to ensure compliance with federal, state and local laws, rules and regulations;

Administers the collection, recording, analysis, interpretation and reporting of data and information regarding program activities and usage to determine program effectiveness and efficiency;

Presents written and verbal reports to administrative staff regarding program activities and status;

Interprets federal, state and local laws, rules and regulations regarding Temporary Financial Services, providing advice, guidance and direction to staff;

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: Good knowledge of federal, state and local laws, policies and procedures as they relate to Temporary Financial Assistance Programs; good knowledge of the department's organization and objectives, especially as relates to financial assistance programs; good knowledge of the principles and practices of public administration; ability to identify critical factors or program problem areas and to formulate realistic solutions; ability to develop and utilize management systems to ensure effective and efficient operations; ability to supervise, plan, coordinate and evaluate the work of assigned staff; ability to communicate clearly, and support recommendations, both orally and in writing; ability to establish and maintain effective working relationships; 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; tact; initiative; integrity; resourcefulness; sound judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and five years of public social service agency or public social service contract agency experience, two years of which must have involved the development, analysis, evaluation, supervision or control of temporary financial service programs, and two years of which must have been at a managerial, administrative or supervisory level.

SUBSTITUTION: A Master's Degree* in Business, Public Health, Social Work, Human Services or Public Health Administration may be substituted for the above stated general experience at the rate of 30 credits* per year for up to two years. There is no substitution for the two years of specialized experience. There is no substitution for the two years of managerial, administrative or supervisory 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.