

## PROGRAM COORDINATOR (ADULT AND VETERANS SERVICES - DSS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for the coordination, administration and implementation of the Adult Protective Services program and assigned veteran's programs, benefits and services in the Department of Social Services. This position is responsible for the formulation of policies and procedures for the Veteran's Assistance program and provides consulting services on veteran matters to all staff in the department. In addition, this position directs the Department's efforts in maximizing Veteran's Benefits for the Public Assistance and Medicaid applicants. This position also coordinates activity between the district offices, the departmental administration, the County Law Department, and the Family Courts regarding Adult Protective Services cases. The incumbent of this position provides technical advice and assistance to managers and supervisors on adult protective services matters and participates in the department's management and administration of our Adult Protective Services program. Supervision is exercised over a number of professional, and clerical personnel on either and ongoing or project basis. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Plans and formulates programs related to the Veteran's Assistance program within the Department of Social Services;

Interprets directives, develops procedures, and monitors systems in the program area of veteran's Assistance in accordance with federal, state and county rules and regulations;

Direct's the Department's efforts in maximizing Veteran's Benefits for Public Assistance and Medicaid applicants and recipients in compliance with cost containment requirements;

Interprets directives, develops procedures, and monitors activities related to Adult Protective Services;

Acts as the consultant for the departmental staff on Adult Protective Services and Veteran's Benefits, and related matters;

Consults regularly with Veteran's agencies and Administration Offices in order to keep abreast of veteran's affairs;

Represents the department at various community meetings and State meetings related to adult protective services;

Liaison between the departmental district office adult protective service staff and the County Law Department;

Directs the ongoing analysis and assessment of program needs and accomplishments for both Veteran's Assistance and Adult Protective Services;

Provides statistical and narrative reports as required;

EXAMPLES OF WORK: (Cont'd)

Represents the agency with community groups or individuals to provide information regarding veteran's benefits and adult protective services;

Collaborates in exploring training needs for staff and community agencies regarding Adult Protective Services;

Monitors the delivery of the program of Adult Protective Services and reviews the system to assure adherence to policy, and recommends revisions as necessary;

Responds to audits and reports;

Assists in the preparation of the budget;

Plans, coordinates, and evaluates the work of assigned staff;

Participates in policy making as it relates to Veteran's Affairs or Adult Protective Service matters.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough Knowledge of the Department's organization, policies, procedures and objectives as they relate to the Veteran's Assistance and Adult Protective Services programs; thorough knowledge of applicable federal and state laws relating to veteran's affairs and benefits, and Adult Protective Services; knowledge of resources available to veterans and their families; ability to identify program problems and critical factors and to develop realistic solutions; ability to develop necessary guidelines to effectively integrate program changes with ongoing operations; ability to plan, coordinate and evaluate the work of assigned staff; resourcefulness; initiative; good judgement; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and six years experience in one or more of the following areas: (a) as a duly constituted Service Officer in an active post, camp or garrison of a Veterans Organization; or (b) as a Veterans Counselor or Veteran Service Officer of Federal, State or Local government; or (c) as a social worker in a Veteran's Assistance or social service agency; or (d) a satisfactory equivalent combination of the forgoing training and experience as defined by the limits of (a) through (c).

NOTE: Candidates are required to be a veteran.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

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J.C.: Competitive  
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Job Class Code: C2911  
J.G.: XIII