

PROGRAM COORDINATOR (CONSTITUENT AFFAIRS - DSS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class participates as part of the Commissioner's executive management team by coordinating departmental responses to all written inquiries, questions or concerns received from constituents as well as recipients of social services program benefits that are directed to the Commissioner's office. Responsibilities involve participating with executive staff and District Office managers in devising corrective action measures in response to issues raised to mitigate both programmatic and operational activities within administration and in the district offices as needed, and implementing community relations activities to communicate modifications to programs and/or operations to both constituents and recipients of benefits. Other duties involve representing the department in liaison with the recipient population, client advocacy and ad-hoc advisory groups; studying trends in the field to proactively address new standards, mandates or programs affecting the client population, and monitoring changes in New York State Department Social Services laws, rules and regulations and discussing same with executive management as it relates to programmatic and operational issues. Considerable independent judgment is exercised in performing job duties; however response to both constituents and the client population are reviewed by executive management prior to dissemination. Substantive internal, public and client contacts are established and maintained in effectively carrying out the responsibilities of the position. Supervision may be exercised over a number of subordinate personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Manages the flow of correspondence and inquiries/concerns directed to, or brought to the attention of the Commissioner by directing and participating in the control of a detailed tracking system used to log incoming and outgoing correspondence as well as all materials received relating to issues raised;

Participates in executive management meetings to keep abreast of issues that have been brought to the attention of the Commissioner and to provide progress reports relating to constituent and recipient matters under review;

Prepares reports to summarize constituent/recipient issues raised by compiling all relevant statistical and programmatic data and materials prior to routing to staff member(s) responsible for providing response(s);

Participates as part of the executive management team in developing corrective action measures implemented to mitigate programmatic and operational issues or problems;

Directs and participates in the implementation of community relations activities to ensure changes in administrative and program operations are conveyed to constituents and the recipient population;

Represents the department by leading and/or participating on advisory councils, ad-hoc, committees, client advisory groups, etc.; prepares written summaries of meetings for the Commissioner, executive staff and district office managers to ensure issues raised are brought to the attention of all staff;

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

Keeps abreast of changes in New York State Department of Social Services laws, rules and regulations in relation to operational or programmatic operations that could potentially affect the recipient population;

Meets with constituents and recipients of social services program benefits to discuss complex issues and arrive at possible solutions, as needed;

Analyzes and evaluates trends in complaints in order to identify training needs, personnel issues, management issues, and possible disciplinary actions;

Researches and responds to complaints and inquiries from the County legislators and other elected officials;

Confers with representatives of other departments and agencies to discuss problems and formulate possible solutions;

Prepares responses to the Freedom of Information Law requests and inquires;

Works on special projects that may cross departmental functional lines of authority; coordinates intra-agency work related to projects assigned; as needed;

Supervises staff involved in the department's clearance procedures for distributing written material throughout the department;

Supervises staff assigned to Commissioner's Office;

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 SKILLS, ABILITIES AND ATTRIBUTES: Through knowledge of the department's organization, policies procedures, programs and objectives; knowledge of applicable state, federal and local laws as they relate to the Department of Social Services; good knowledge of community organizations and resources, ability to establish and maintain effective working relations with professional personnel, elected officials, support staff and the general public; ability to communicate both orally and in writing; ability to communicate with the public; ability to supervise assigned professional or clerical staff; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; resourcefulness; integrity; initiative; tact; imagination; sound professional judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and five years of experience working in a human services agency which must have involved the development, analysis, evaluation, supervision or control of social services delivery systems, programs or operations, two years of which must have been in a supervisory capacity.

SUBSTITUTION: A Master's Degree* in Public Administration, Social Work, Counseling, Psychology or Business Administration may be substituted for the above experience at the rate of 30 credit hours per year. 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.