

PROGRAM COORDINATOR (DSS EMERGENCY SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the administration of the DSS Emergency Services Program, which provides emergency casework services to eligible customers when the District Offices are closed, including nights, weekends, holidays and all other closings. In addition an incumbent supervises and provides technical support to casework staff. Services covered include child protective, homeless/housing, personal care, adult protective, foster care and runaway services. The vast majority of the work involves overseeing child protective service investigations by staff in the field at night with little other support available to them. The incumbent gives approval for the removal of children "at risk". Supervision is exercised over a professional social casework staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Implements Social Services policies and procedures related to emergency services by integrating staff activities and staff assignments, insuring the most effective, efficient and timely methods for compliance;

Interprets policies and directives and develops procedures, workflow and goals in accordance with management objectives and local, state and federal legal requirements;

Analyzes the status and effectiveness of the program;

Plans, coordinates and evaluates the work of assigned staff; makes recommendations to higher level manager for personnel action;

Implements systems and procedures regarding administrative reporting and monitoring requirements;

Represents the emergency services program 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;

Prepares and interprets a wide variety of narrative and tabular reports necessary for administrative or program control and evaluation activities;

Collaborates in staff needs assessment, and the development and planning of staff training;

Stays abreast of relevant changes in Social Service laws, regulations, and policies;

Participates in the preparation of the budget for the emergency services program;

Supervises, either directly or through subordinate supervisors, casework staff in providing coverage for the delivery of emergency services to eligible clients;

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

Determines when protective custody is appropriate and gives approval to staff to take protective custody;

Participates in the selection of new emergency services and back-up staff;

Develops and oversees staff scheduling, providing after hour coverage, including weekend and holiday coverage;

Develops and maintains effective working relationships with other agencies, such as county and local police, whose services support program activities;

Develops and maintain a cooperative relationship with other DSS units in that the emergency services program is often required to handle cases assigned to the other units;

Provides supervision, consultation and direction to staff and may provide direct casework service for the most difficult and complicated cases;

Ensures that all steps are taken so that children named in the State Central Register report are protected from harm or risk of harm;

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.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices of social casework especially for casework related to child protective services; thorough knowledge of modern principles of supervision and management; good knowledge of the principles and practices of individual and group behavior; good knowledge of applicable Federal, State and Local laws governing the provision of after hours emergency service delivery; good knowledge of the Department's organization, policies, procedures and objectives, as they relate to the provision of after hours emergency service delivery, especially for child protective cases; good knowledge of social institutions and with the aims and methods of public and private social agencies; familiarity with the nature and cause of social maladjustment; skill in interviewing, writing, speaking and recording; ability to work effectively and with sensitivity in providing assistance to Social Service clients; ability to represent the Department with the client, in the community, and in Court; ability to maintain objectivity in dealing with others who may be under emotional stress; ability to delegate; ability to use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to gather, organize and evaluate pertinent data; ability to identify critical factors or program problem areas and to formulate realistic solutions; ability to analyze administrative and social service issues and present recommendations and reports effectively both orally and in writing; ability to integrate program changes with ongoing operations; ability to develop and utilize management systems to ensure effective and efficient operations; ability to plan,

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Cont'd.)

coordinate, and evaluate work of assigned professional and clerical personnel; ability to establish and maintain effective relationships with public officials, professional personnel, and the general public; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; initiative; resourcefulness; 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 professional social casework experience, two years of which the primary function must have been in a supervisory position in child protective services;

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree* in Social Work, Counseling or a closely related field may be substituted for one year of the above non-specialized experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level will be considered in evaluating experience.

*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.

SPECIAL REQUIREMENTS:

1. Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment.
2. Candidates must receive a satisfactory clearance issued by the New York State Central Register of Child Abuse and Maltreatment and must consent to a background investigation in accordance with the provisions of the Child Abuse Prevention Act of 1985 and New York State Social Services Law.