

PROGRAM COORDINATOR (PLANNING-SOCIAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class coordinates and participates in planning and research activities for the Department of Social Services. Work is carried out through the review and assessment of agency operations related to all existing and proposed social service delivery systems for the purpose of developing planning strategies and to identify and target operational areas in need of restructuring or development. These assessments are based on surveys and analysis of program indicators, projected caseloads, and trend factors. An incumbent makes recommendations on the direction of existing programs. Supervision is exercised over a small group of professional staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Reviews trends in the field of social services, existing and potential community resources and regulatory impacts to assess current program delivery for the purpose of developing planning strategies;

Coordinates research and evaluation mechanisms and methodologies for use by the department in the restructuring of service delivery programs;

Reviews Federal, State and local legislation to determine present and future impact on the operation and funding of social service programs as well as on its planning and development activities;

Develops and prepares management reports and agency monitoring reports as a tool to assess the effectiveness of social service programs and to monitor progress toward the goals and objectives of the department;

Prepares long range planning documents;

Conducts studies to project and plan the utilization of social service staffing resources and makes recommendations as to numbers, levels, and allocation of staff;

Prepares planning documents which identify service indicators, projected caseloads and trend factors and the feasibility of attainment within realistic cost and resource parameters, as well as assessing ultimate effectiveness;

Participates in the planning and development of automated information and reporting systems and assists in their formulation;

Maintains liaison with various social service agencies and organizations to keep abreast of trends within the social service field;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, and database software in performing work assignments;

Attends meetings, conferences and seminars as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of the principles and techniques of systems analyses as applicable to social service planning; thorough knowledge of modern trends in the field of social services and the regulations affecting the delivery of services; good knowledge of the principles of public administration; ability to interpret trends and changes in the field of social services as they relate to the delivery of services and the impact on the community; ability to communicate with professional and non-professional employees and individuals, both orally and in writing; ability to use automated systems such as spreadsheets, word processing, calendar, email and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform essential functions of the position; sound judgment; resourcefulness; initiative; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and four years of experience in planning, planning research or economic and social research in the fields of social services, two years of which must have involved the analysis of service delivery systems.

SUBSTITUTION: Satisfactory completion of a Master's Degree* in Social Work or a closely related field, Business, Public Health, or Public Administration may be substituted on a year for year basis for one year of the required experience. There is no substitution for the specialized 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.