

PROGRAM COORDINATOR(RECIPIENT AFFAIRS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class develops, directs, and implements recipient advisory councils and other communication networks between social service recipients and departmental leadership. Responsibilities include establishing and maintaining relationships with client advocacy groups, recipient representatives, and individuals and groups providing support to the welfare recipient population throughout the county. This position generally does not involve interaction with the media, elected officials, or other governmental agencies. This position involves extensive contact with the recipient population and various welfare interest groups. Responsibilities include providing the department with accurate and current data and information about recipient concerns and needs, as they impact on policy and planning, staff development initiatives, and departmental goals and objectives. Supervision may be exercised on a project basis. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Plans, develops, and directs a recipient affairs program for the department of Social Services;

Plans, organizes, and implements recipient advisory councils to the Commissioner's Office;

Communicates with departmental leadership to obtain updated information for council meetings;

Develops agendas for recipient council meetings and prepares responses to outstanding issues;

Provides recipient groups, individual recipients, and area councils with assistance in understanding program, policy, and staffing changes in the department;

Consults with Department of Social Services staff on the Special needs and problems of client groups;

Meets with client groups in various localities, and acts as the liaison person for the department with these groups;

Maintains relationships with local religious and civic groups which service D.S.S recipients;

Prepares summaries and reports as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES Thorough knowledge of community organization and resources; knowledge of policies and programs of the Department of Social Services; ability to work cooperatively with administrative and professional personnel; ability to communicate effectively with the disadvantaged; ability to communicate effectively both orally and in writing;

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Continued)

ability to establish and maintain cooperative relationships with community groups and the public; ability to evaluate programs, identify problems, and develop solutions; tact; resourcefulness; initiative; good judgement; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) a Bachelor's Degree* and six years experience in a community organization or government agency which must have involved communicating with the public in a supervisory, administrative, or leadership role; or (b) Master's Degree* in Social Work or related field and three years experience in social services, mental health or related field, two of which must have been at a supervisory/administrative level.

*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.