

PROGRAM COORDINATOR (RETENTION SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general direction of the First Deputy Commissioner of Social Services, the incumbent is responsible for the development, implementation and coordination of the Employment Retention Program. This program supports job retention by agency customers who have gained employment. The incumbent develops program components, guidelines and procedures and has responsibility for program evaluation and recommendations concerning this program as a model for statewide implementation. Because this is a new program, the incumbent has broad leeway in the development of policy and program components. The class differs from the Manager I - Social Services, as it involves the development of a new departmental initiative and is responsible for analyzing, developing and implementing new systems. Incumbents of Manager I - Social Services are responsible for the oversight of existing programs and the modification of existing policies and programs as the need arises. Supervision is exercised over professional staff, who work independently and are not physically assigned to an on-site DSS office. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Oversees the development of the Employment Retention program;

Develops case supervision standards and evaluation standards for Retention Program staff;

Analyzes needs and provides for ongoing skill development training for Retention Program staff;

Provides professional and technical consultation to staff.

Develops and maintains ongoing programmatic relationships with appropriate divisions of DSS, the county government and outside human service agencies;

Oversees and develops unit budget requests;

Develops the parameters, workflow, policies and goals of the Employment Retention Program;

Supervises retention Program staff who provide employment retention services such as assistance with issues involving vocational training, financial assistance, child support, child welfare, day care, homemaker services, transportation, etc.;

Recruits and selects new program staff;

Monitors, evaluates and addresses staff performance;

Develops and oversees staff scheduling, providing for twenty-four hour direct service to customers;

EXAMPLES OF WORK: (Illustrative Only) (con't)

Researches best practices in the field of Retention Services by attending conferences, visiting workplaces, conducting Internet searches, etc.;

Develops and maintains a rapport with employers who hire DSS customers;

Identifies and implements standards and instruments to statistically measure program outcomes;

May directly participate in the most difficult customer issues by making appropriate interventions;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of existing DSS policies and procedures; good knowledge of program development practices applicable to public administration; good knowledge of available community resources for providing support in employment retention; good knowledge of the methods and techniques of interviewing and counseling for the purpose of supporting employment retention and realistic occupational choice; good knowledge of the sociological and psychological aspects of family life and family inter-relationships with particular reference to the influence of the family problems; good knowledge of the techniques involved in determining need for services and arranging for the provision of such assistance; good knowledge of federal, state, and local social services laws and programs as they affect eligibility for financial assistance; familiarity with other laws and programs as they affect eligibility, such as Workers' Compensation, Social Security and Unemployment Insurance; working knowledge of federal and state laws and programs relating to the granting of services; skill in interviewing, writing, speaking and recording; ability to plan and supervise the work of others; ability to establish and maintain effective working relationships with clients, private and government agencies, and labor groups; ability to collect, organize, analyze, and interpret data and information; ability to express oneself effectively both orally and in writing; ability to understand complex oral and written directions; ability to help others help themselves in social adjustments; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; initiative; sound professional judgment; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and either: (a) four years of professional social casework experience, two of which must have been in a supervisory position; or (b) four years of experience in the examination, investigation, or evaluation of requests for financial entitlements or eligibility, which includes interviewing for evaluative and assessment purposes, two of which must have been in a supervisory position; or (c) four years of experience in personnel interviewing, employment counseling, recruitment, placement, job development, manpower planning or training, two of which must have been in a supervisory position; or (d) four years of experience in employment retention services; or (e) a satisfactory equivalent combination of training and experience as defined by the limits of (a) through (d).

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: (con't)

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree* in Social Work, Business Administration, Public Administration, Manpower Planning, Human Development, Psychology, Personnel Administration or a closely related field may be substituted for one year of the above non-supervisory experience.

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.

*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.