

PROGRAM COORDINATOR (YOUTH SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent is responsible for planning, developing and implementing programs to serve the needs of children and families, particularly adolescent youth involved with the juvenile justice system. Duties are varied and may include establishing customer and program outcome baselines, performance management measurements and data tracking systems in line with federal, state and county regulations and guidelines. The incumbent develops and implements plans for performance improvement in target areas, overseeing program case studies and performance audits and evaluating the impact of performance improvement plans and adjusting plans, as needed. Supervision is exercised over a subordinate staff, as well as over subcontract agencies. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Reviews current program reports available in state reporting systems such as Connections, Child Care Review Service and WMS and Data Warehouse to create baseline performance profiles for Westchester County in Child Protective, Mandated Preventive, Foster Care (including Detention Services) and Adoption Services;

Develops performance improvement targets for each program area in conjunction with the managers overseeing the specific programs;

Participates in Integrated Services Planning process and completes Child Welfare components of the New York State Children and Family Service Plan and Child Welfare Performance Improvement Plans (PIPS);

Develops methods for the monthly and quarterly review of progress improvement reports reflecting performance issues for the program office, district offices and unit levels and makes recommendations on policy, philosophy and practice changes needed to support performance improvement;

Reviews the range of Child Welfare contracts and establishes performance baselines, outcome measurements and progress reporting processes, assuring incorporation of these requirements into contracts;

Oversees the development and maintenance of the department's Continuous Quality Management Process for Child Welfare Services, including supervision of the 3rd party review process and practice standards review team;

Develops methods for reviewing and reporting on contractor performance;

Participates, as a specialist in the area of adolescent services, in the development of services to youth involved in the juvenile justice system, including coordinating work with the Probation Department on Persons In Need of Supervision (PINS) and Juvenile Delinquents at risk of placement and/or involved in non-secure and secure detention services;

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

Develops and oversees the range of after care services for youth exiting foster care placement and independent living skills services preparing youth for the transition to self sufficient adulthood;

Conducts case studies and performance audits in areas of responsibility and makes recommendations for performance improvement and maximization of funding;

Develop proposals for funding to enhance service capacity and delivery;

Develops and provides training for departmental staff on adolescent services and research-based best practices related to youth development models;

Attends meetings and conferences and makes public presentations on issues affecting children, youth and families;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the factors and issues affecting children, youth and families; thorough knowledge of the programs, funding streams, community organizations and resources available for providing service to children, youth and families; thorough knowledge of the goals, objectives of the Department of Social Services and sister departments of Westchester County government serving youth and families, as well as applicable federal, state and local policies, regulations and laws; good knowledge of the principles and practices program monitoring and evaluation; ability to identify issues and problems and to formulate appropriate program goals, objectives and performance improvement plans and outcome measures; ability to create and maintain databases and to write queries designed ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments and specifically to format, maintain and manipulate data in order to extract information to support performance improvement goals; ability to develop resource allocation plans; ability to establish and maintain effective working relationships with government officials and professionals in the field, staff in contract agencies, and employees; ability to communicate effectively both orally and in writing; ability to understand, interpret, and make decisions based upon complex written and oral information; resourcefulness; tact; creativity and professional judgment; physical condition commensurate to the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and five years of experience that involved program administration-level responsibility in children's or youth services which included program development or modification, performance monitoring and evaluation, and coordination with other human service agencies and programs.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Master's Degree in Sociology, Psychology, Social Work, Education or a closely related field may be substituted on a year for year basis for up to two years of the experience described above.

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 accredited or recognized by the Board of Regents of the New York State Education Department as post-secondary, degree-granting institution.

West. Co.
J. C.: Competitive
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Job Group: XIII

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