

DIRECTOR OF COMMUNITY SERVICES
(Town/Village of Harrison)

GENERAL STATEMENT OF DUTIES: Supervises the operations of the Office of Community Services for the Town/Village of Harrison, does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the Mayor/Supervisor, the incumbent of this position is responsible for providing information to residents regarding a variety of programs available to them, e.g., Food Stamps, Section 8 Housing, Medicaid, Food Pantry, Handicapped Parking, Meals-on-Wheels, Holiday Food Program, Scholarship Program for Summer Camp, etc. The incumbent assesses residents' needs, determines eligibility based on program guidelines, and assists residents' in application process. Because of the nature of the information that residents provide, it is required that the incumbent maintain complete confidentiality. In addition, the incumbent writes grants in order to secure funding for some programs/services. This position differs from Community Outreach Worker in that the incumbent has full responsibility for the operations of the Office of Community Services rather than being limited to informing residents of services available to them. Supervision is exercised over subordinate personnel.

EXAMPLES OF WORK: (Illustrative Only)

Informs residents, both in person and over the phone, of a wide variety of programs, some Federal and State, i.e., Medicaid, Food Stamps, Section 8 Housing, Handicapped Parking, and other programs unique to Harrison: Food Pantry, Holiday Food Program, Scholarship Program for Summer Camp, Transportation Program for Medical Appointments/Shopping, etc.;

Assesses residents' situation, determines appropriate program, checks resident's eligibility for program, and assists in the application process;

Distributes informational materials to residents to describe various program services available to them;

Makes home visits to frail elderly to assess needs and assist them in the application process for needed services;

Interacts with other town departments to ensure that residents are making use of programs for which they are eligible, e.g., works with Assessor's Office to make sure homebound seniors are filling for real estate tax exemption;

Writes grants in order to secure funding for some programs/services;

Coordinates and prioritizes the scheduling of the van trips for medical appointments and shopping trips, resolves any scheduling conflicts;

Provides liaison services between residents and other social service agencies providing services for residents, i.e., Department of Social Services, Social Security, Section 8 Housing, including accompanying residents to appointments at such agencies;

Seeks business contributions to community programs, e.g., surrounding corporations participate in the Christmas List Program (purchase toys and/or clothes for a child from a family receiving any community services);

Speaks to community groups e.g., Rotary, Lion's Club to enlist their financial support of community programs;

EXAMPLES OF WORK: (Illustrative Only) (**continued**)

Maintains records of all participants in community programs;

Maintains all financial records of programs which generate fees, and prepares reports for Comptroller's office;

Prepares written reports of all office activities for submission to the Town/**Village** Board;

May use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of community resources both within and outside the municipality; familiarity with local social service agencies available to deal with community problems; familiarity with health and social problems and attitudes in the community; **ability to communicate effectively with people from a wide variety of background and all economic levels; ability to maintain sensitive information in the strictest confidence; ability to maintain effective working relationships with community and corporate leaders and other town department personnel; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; willingness and capacity to act on the problems of a diverse population;** emotional maturity; empathy; patience; tact; good judgment; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) Bachelor's degree and two (2) years of work experience which must have involved dealing with the public* for the purpose of conveying information, including or supplemented by one (1) year of supervisory experience; or (b) Associate's degree and four (4) years experience as stated in (a), including or supplemented by the one (1) year of supervisory experience; or (c) six (6) years of work experience as stated in (a), including or supplemented by the one (1) year of supervisory experience; or (d) a satisfactory equivalent combination of the foregoing training and experience.

*NOTE: Public contact work involves substantial face-to-face (for some jobs contact can be over the phone as in the case of telephone company customer service representatives) communication with adults (age 21+) involving persuasion, negotiation, explaining, counseling, and similar activities. The nature of the contact is such that it requires judgment of the part of the individual in dealing with or responding to another person.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid operator's license appropriate to the vehicle to be operated.