

DIRECTOR OF DEPARTMENT OF FAMILY SERVICES

441-C

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for assisting the commissioner in administering programs in the Family Services Agency as defined in the Social Services Law. The incumbent may have agency wide responsibility for assisting in the implementation of the mission of the department through the participation in the planning, development and attainment of departmental objectives. Additionally, the incumbent may directly supervise the directors of the programmatic areas of Family Services. Work is performed under the general direction of the Commissioner of Health and Family Services in accordance with established policies and objectives with considerable leeway for the exercise of independent judgment in planning and executing assignments. Supervision is exercised over the work of all subordinate professional, technical and clerical staff in the programmatic areas, either directly or through the unit directors.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Assists the Commissioner in overseeing all phases of the public welfare program, including planning, organizing, directing and coordinating the work of the various units under his/her direct/indirect control for efficient and effective operation;

Assists the Fiscal Administrative Officer in financial planning, including preparation of budgets, maintenance of fiscal controls and submission of required reports to the local legislative body and the State;

May be assigned responsibility for directly managing the operation of a major programmatic area in the department;

Cooperates with representatives of the State Department of Social Services in the operation and development of the local Social Services district program, and directs the preparation and submission of required reports to the State;

Conducts public relations for the Social Services district and interprets the public welfare program to the community;

Cooperates with other agencies, both public and private, and officials and citizens in planning for enhanced community service;

Assists in resolution of complaints and inquiries registered by the public regarding department program and policies;

Adapts Federal and State guidelines and mandates for agency use;

Prepares reports and analysis of agency operations;

Determines staffing needs and conducts performance evaluations of department staff under his/her direct or indirect control;

Represents the Commissioner at meetings with public officials and community groups;

Acts for the Commissioner in his/her absence;

Assists in the development and implementation of departmental programs, policies and procedures for the effective operation of the agency;

Develops agency three-year plan identifying needs, resources and services to be provided;

Assists the Commissioner in recruitment and selection of personnel;

Assists in the administration of comprehensive staff development program for all employees in the local department under his/her direct/indirect control;

Assists in the formulation of local policies and procedures which relate to financial eligibility for the

various programs administered by the local social services district;

Reviews the work of the various sections and units within his/her scope of responsibility to

determine work quality, meeting of departmental standards and ways of better delivery;

Holds staff meetings with supervisors to formulate programs, discuss operational changes and

advise of new State/Federal regulations;

Determines personnel assignments, manpower utilization, establishes necessary control for

determining staff performance and completes performance evaluations.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Comprehensive knowledge of federal, state and local laws, rules, regulations and case

law relating to the administration of social services and economic security programs; thorough

knowledge of modern principles and practices of social casework and social services administration;

thorough knowledge of traditional management functions involved in directing an organization;

thorough knowledge of policies, laws and regulations affecting Social Services activities; good

knowledge of other laws, rules regulations and programs which may relate to eligibility for social

services programs; good knowledge of the principles and practices involved in directing a large

subordinate staff, including subordinate supervisors; ability to effectively use computer applications,

including spreadsheets, word processing, calendar, e-mail and database software; ability to plan,

direct and supervise the work of others; ability to train employees in office methods and procedures;

ability to establish and maintain cooperative relationships with the public and other professional

contacts; ability to prepare reports; resourcefulness in handling administrative problems; tact; and

courtesy.

MINIMUM QUALIFICATIONS: Either

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's Degree or higher in Social Work, Public Administration, Human Services or a related field, and four (4) years of acceptable administrative experience, two (2) years of which shall have involved the supervision of other employees in the delivery of social services in New York State;
or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Social Work, Public Administration, Human Services or a related field, and six (6) years of acceptable administrative experience, two (2) years of which shall have involved the supervision of other employees in the delivery of social services in New York State; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

Note: *Acceptable experience means that the experience involved substantially performing several of the traditional management functions, such as planning, organizing, directing staff, supervising staff, intra-office and/or inter-office coordination of activities, budget preparation and maintenance, data analysis and forecasting, and similar management functions.*

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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NYS Civil Service Commission Approval: N/A

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Revised and Replaced in Classplan: 1/31/2023

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