

DIRECTOR OF DEPARTMENT OF FAMILY SERVICES 449-C
ADMINISTRATION AND CASE MANAGEMENT

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving considerable responsibility for the supervision and coordination of the operating affairs of the Department of Family Services. Additionally, the incumbent has charge of the conduct and implementation of the internal administrative studies and is responsible for recommending policies and procedures in the administrative services area. Work is performed under the direction of the Director of Department of Family Services in accordance with established policies and objectives.

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.*

Develops and administers personnel policies for the department, as authorized by the

Director of Department of Family Services;

Assists the Director in matters related to administration, personnel and agency procedures;

Develops staffing and funding requirements for department operations for inclusion in the
budget;

Oversees operation of mailroom and front desk reception areas;

Oversees ordering and dispersal of office supplies;

Resolves issues or complaints concerning a person's interaction with the Social Services System
and/or employees;

May study, plan, develop and implement use of data processing equipment to meet department
needs;

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Responsible for the development and coordination of the agency's comprehensive case management program;

Responsible for the development and implementation of a recidivism reduction program for the agency;

Develops and maintains the agency forms control program;

Assists the Director in carrying out specialized services in the department;

Prepares statistical reports;

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

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the polices, laws and regulations affecting Social Services activities and regulations of the State of New York; thorough knowledge of good case management methodologies; good knowledge of the recidivism causes and management methodologies; good knowledge of office management principles and practices; ability to plan, direct and supervise the work of others; ability to train employees in office methods and procedures; ability to establish and maintain successful working relationships with staff and representatives of other agencies; ability to express oneself clearly, both orally and in writing; ability to prepare, analyze and evaluate reports; ability to operate a personal computer and utilize common office software programs to prepare accurate records and reports; resourcefulness in handling administrative problems; tact; and courtesy.

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MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree or higher in Social Work, Public Administration, Human Services or a related field and two (2) years of acceptable administrative experience, at least one (1) year of which shall have included the supervision of employees involved in intervention and outreach programs associated with case management in New York State; or
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Social Work, Public Administration, Human Services or a related field and four (4) years of acceptable administrative experience, at least one (1) year of which shall have included the supervision of employees involved in intervention and outreach programs associated with case management in New York State; or
- (C) Graduation from high school or possession of a general equivalency diploma and eight (8) years of acceptable administrative experience, at least one (1) year of which shall have included the supervision of employees involved in intervention and outreach programs associated with case management in New York State; or
- (D) An equivalent combination of training and experience as described in (A), (B) and (C) above.

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NOTE: Acceptable administrative experience must have involved performing several of the traditional management functions, such as planning, organizing and 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, including intervention and outreach programs associated with case management in New York State.

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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Created:03/24/08

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Removed from Draft and Placed in Classplan Book on 3/25/09

Revised and Replaced in Classplan: 1/31/2023

Revised and Replaced in Classplan: 3/31/2025 (Edu)