

## SERVICE COORDINATOR

444-B

DISTINGUISHING FEATURES OF THE CLASS: Work is performed under the direction of the Director of Services. Incumbent is responsible for staff implementation, oversight and compliance with Federal, State and Local policies and programs. Ensures consistency and compliance with performance evaluations and OCFS regulations. Responsible for training in connection with policies, procedures, and regulations.

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.*

Plans, coordinates, and evaluates the activities of two or more casework units within a major Social Services Department section, or the activities of subordinates in a special program;

Assists in the formulation of casework policies and procedures;

Provides advice (and direction in the absence of the Director of Services) to case supervisors and caseworkers on the implementation of Federal, State and Local policies and programs.

Provides guidance and direction to the Senior Case Aide in the absence of the Director of Services;

Provides mentoring and coaching to casework staff in administering the Social Services program and in rendering social services to promote the welfare of the client;

Discusses difficult cases with Case Supervisors, Senior Caseworkers, and Caseworkers, and provides necessary consultations;

Discusses/explains policy and procedures under the guideline of NYS Rules and Regulation to members, clients and professionals within the community;

Recommends Social Services policy and procedures;

Stays informed on issues of mutual concern and acts as a liaison to family courts and community welfare agencies on behalf of case workers and supervisors as needed;

Maintains inter-agency contacts, and interprets social service programs to the community;

Assists in the preparation and evaluation of unit plans.

Ensures case supervisors evaluate performance and provide direction in ways that are fair and beneficial to the professional development of caseworkers;

Ensures records and reports prepared by casework staff are compliant with applicable laws and OCFS regulations;

Schedules meetings and confers with assigned unit supervisors or other subordinates;

Participates in preparation of the budget, as required;

Coordinates the training on policies, procedures and new program regulations;

Designs recruitment programs that attract potential staff who possess the skills and attributes necessary to work in the field. Screens, interviews, makes recommendations, hires and assists in the evaluation of new staff;

Establishes casework methods, determining standards and practices. Maintains the Division policy manual;

Participates in the activities of the Family Review Board which monitors case intake, transfers, closings, 90 day and 6 month case reviews, and monitors compliance of Review Committee decisions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of Federal, State and local public social services laws, and other relevant laws; thorough knowledge of the basic principles and practices of social casework; thorough knowledge of current social, economic, and health problems, and resources available to address these problems; considerable knowledge of public social service administrative principles and practices; ability to plan, direct, and organize the work of subordinate professional personnel; ability to maintain records and prepare oral and written reports; ability to express oneself effectively, both orally and in writing; ability to establish and maintain effective working relationships with associates..

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 an Master's Degree and three (3) years of full-time paid experience in casework with a public or private social welfare agency adhering to acceptable standards, one (1) year of which must have been in a supervisory capacity; 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 with a minimum of thirty (30) semester hours in the behavioral sciences and five (5) years of full-time paid experience in casework with a public or private social agency adhering to acceptable standards, one (1) year of which must have been in a supervisory capacity.

Note: For the purpose of this position, behavioral sciences would include courses in such areas as psychology, sociology, social work and anthropology.

*Preferred Special Requirement: Assignments in Children's Services, Child Protective Services, or Adult Services shall require one (1) year of Supervisory Experience in Child Protective Services, Children's Services, or Adult Services.*

*SPECIAL REQUIREMENT FOR APPOINTMENT: Candidates must possess a valid driver's license.*

---

Y:\CLASPLAN\SERVICECOORDINATOR.doc  
Created: 04/05/2021  
Jurisdictional Class: Competitive  
Public Hearing: N/A  
NYS Civil Service Commission Approval: N/A  
Typed into Y:Classplan on 04/05/2021

Revised and Replaced in Classplan; 2/5/2024