

**SOCIAL SERVICES INTERVENTION AND OUTREACH COORDINATOR**

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for performing a variety of functions relating to the dissemination of information about human services programs administered through the County government. The incumbent will conduct inquiries, report findings, and assist in resolving complaints relating to the delivery of program services as well as coordinating interagency services to prevent duplication of services. Work is performed under general supervision of the Commissioner of Social Services with leeway for independently performing many of the required duties.

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.*

Reviews and investigates citizen or other complaints and inquiries relating to the delivery of services;

Identifies systemic problems relating to the delivery of social services programs and makes recommendations to resolve these problems;

May confer with other human services providers and intervene in crises or problem circumstances to mediate a resolution to the situation;

May make home or work site field visits to interview clients, family members or employers to assess needs and/or progress of clients;

Coordinates public relations and outreach activities to provide information about human services programs available through County agencies;

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Responds to inquiries and requests and establishes and monitors procedures to ensure information is disseminated in a secure and proper manner with consideration for statutory, regulatory or policy requirements pertaining to confidentiality;

Leads departmental efforts in development of long-term plans relating to the delivery of human services programs;

Audits database files for purposes of analyzing data and generating records and reports relating to services provided to clients;

Recommends and assists in conducting special studies or in implementing special projects;

Acts as a liaison for the Department to advise the County Drug Treatment Court Team on treatment and social service supports as well as participating as a board member with various community groups and agencies throughout the County;

Collaborates with the Staff Development Coordinator in designing and implementing training programs to assist in providing staff development services;

May provide direction and oversight to other DSS staff under the general supervision and as a direct report to the DSS Commissioner; and

Performs other duties as assigned.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of modern principles and practices relating to temporary assistance and other public welfare services and ability to apply them in the performance of duties; good knowledge of federal, state, and local laws, rules, regulations, and case law relating to social welfare programs; good knowledge of services available countywide; good knowledge

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of techniques used to effectively interact with citizens or community groups to provide educational or informational programs; good knowledge of techniques used in preparing and distributing public information materials; ability to negotiate conflicts and resolve complaints; ability to present ideas clearly both orally and in writing; ability to operate a personal computer and utilize common office software programs to prepare accurate records and reports; ability to interact effectively with people from a variety of social, cultural, and economic backgrounds; good advocacy skills; ability to work effectively under stress; and patience.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's degree in a human services field, Business Administration, Communications, or Information Science field\*, and three (3) years of experience in a position involving client contact, disseminating information, and/or customer service; or
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in a human services, Business Administration, Communications, or Information Science field\*, and five (5) years of experience in a position involving client contact, disseminating information, and/or customer service; or

**SPECIAL REQUIREMENT FOR APPOINTMENT:** *Possession of a valid New York State Driver's License or otherwise demonstrate their ability to meet transportation needs of the position.*

\* *Human services field* includes social work, psychology, nursing, rehabilitation, education, occupational therapy, physical therapy, recreation or recreation therapy, counseling, community mental health, child and family services, sociology, speech and hearing, or similar fields.

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