

Department: Social Services
Classification: Competitive
Grade: 9M/C

SPEC DISK A2
DOCUMENT 68

DIRECTOR OF SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for planning, coordinating and supervising the performance of all social services staff of the agency. This is an administrative position involving responsibility for the successful operation of the social services units of the agency and the performance of the social services staff. Employees in this class are responsible for recommending casework policies and procedures for the agency and are responsible for standards of casework service in accordance with agency policies. Work is performed under the administrative direction of the Commissioner of Social Services in accordance with established policies and objectives permitting the frequent exercise of independent judgment. The director is responsible for coordinating the functions of all casework, technical and related staff assigned to the social services division including their training and development through the use of supportive supervisory staff. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists in the formulation of case work policies and procedures;
Interprets Federal, State and local programs and advises the Commissioner of Social Services;
Supervises the casework staff in administering and rendering services to promote the welfare of the client;
Has the responsibility to see that casework correspondence and reports are completed and current;
Conducts individual and group conferences with case work supervisors;
Has responsibility for establishing and administering an employee performance program;
Establishes necessary control records for evaluating staff performance;
Recommends staffing and funding requirements in connection with budget planning;
Plans, organizes, directs and coordinates the various functions comprising the Social Services Division;
Plans and supervises staff development programs for casework staff;
Maintains cooperative relationships with other welfare agencies in the community;
Represents the Commissioner of Social Services at conferences, public meetings, etc., as directed;
Supervises establishment of eligibility and income maintenance.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of modern principles and practices of social case work and public welfare administration and ability to apply these in the performance of duties; thorough knowledge of Federal, State and local public welfare laws and programs; good knowledge of techniques of case recording; ability to plan, direct and accept responsibility for the work of others; ability to prepare clear and accurate records and reports; ability to establish and maintain successful relationships with people; ability to interpret the goals of the agency; sound judgment; emotional maturity; resourcefulness; initiative; tact; sensitivity to the reactions of others; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTION: One year of full-time permanent competitive status as a Case Supervisor Grade A or a Case Supervisor Grade B or two years of full-time permanent competitive status as a Senior Caseworker in the Essex County Department of Social Services.

OPEN COMPETITIVE: Graduation from a regionally accredited or New York State registered college or university with a Bachelors degree and six years of full time satisfactory paid experience in social case work with a public or private social services agency adhering to acceptable standards, including two years in a supervisory

capacity.

NOTE: Satisfactory completion of one year of full time study in a recognized graduate school of social work is equal to one year of required social casework experience; two years of such training is equal to three years of required social casework experience, but not the supervisory experience.

Revised: 10/01/2014

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