

Department: Social Services

Classification: Competitive

Grade: 7M/C

SPEC DISK B3

DOCUMENT 78

DIRECTOR OF STAFF AND ORGANIZATIONAL DEVELOPMENT

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for administering the entire Staff Development Program for Department of Social Services including training needs assessments, coordination of local and state training resources to meet the needs of the department. Incumbent of the position is expected to manage the staff training requirements, and related records and to obtain any necessary resources in the development of work related staff skills. This position differs from the lower level Staff Development Coordinator position in that a greater level of administrative responsibility is expected of the incumbent, including but not limited to organizational analysis, facilitating teams, coaching and mentoring other staff. Supervision is exercised over the work of subordinates administering confidential agency wide resources. The work is performed under administrative direction of the Commissioner of Social Services in accordance with established policies and objectives permitting the frequent exercise of independent judgment. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Develops work related staff skills and career interest;

Directs programs for updating and training supervisory staff on interviewing and performance review skills;

Coordinates and may implement reviews of department work processes and organizational analyses;

Works with State and private review teams, facilitating work groups, coaching and mentoring other staff;

Monitors staff and makes recommendations for improvements;

Manages the implementation of all department information systems, including inventory, and flow charting of all state and local systems, equipment, and training.

Prepares plans for meeting staff and equipment needs in the near and long term future;

Maintains necessary records and prepares reports on staff and organizational development;

Establishes necessary control for determining staff performance and evaluates performance of assigned staff;

Interprets programs to the community through contacts with citizens and other groups;

Maintains cooperative relationships with service agencies in the community and intra-agency programs:

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of the principles and practices of conducting a staff development program; comprehensive knowledge of agency's overall programs, policies and procedures; comprehensive knowledge of federal, state and local social services laws and programs as they affect eligibility for financial assistance, supportive services and other resources available; thorough knowledge of principles and practices of social casework; thorough knowledge of principles of supervision and management; good knowledge of other laws as they affect eligibility, such as Worker's Compensation, Social Security and Unemployment Insurance; sound knowledge of techniques of case recording; ability to plan and develop curricula and lesson plans; ability to analyze jobs, functions and problems; ability to plan and direct the work of others; good powers of observation and analysis; ability to establish and maintain effective relationships with people, sound judgment; emotional maturity; resourcefulness, initiative; tack; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTIONAL: One year of full-time permanent competitive status as a Head Social Services Worker or Case Supervisor Grade B in the Essex County Social Services Department; or three years of full-time permanent competitive status as a Social Services Manager, Coordinator of Child Support Enforcement or Senior Caseworker in the Essex County Social Services Department.

OPEN COMPETITIVE: Either:

(a) Graduation from a regionally accredited or New York State registered college or university with a Masters degree in Social Casework/Counseling, public administration, education, or related fields and one year of full-time paid supervisory experience in social work with a public or private social agency adhering to acceptable standards; or

(b) Graduation from a regionally accredited or New York State registered college or university with a Bachelors degree with major work in social or behavioral sciences, public health, public administration, education or related fields and three years of supervisory experience in social work with a public or private social agency adhering to acceptable standards; or

(d) An equivalent combination of training and experience as defined by the limits of (a) and (b).

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