

### **SOCIAL SERVICES MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** This supervisory and administrative position exists in the Department of Social Services and involves responsibility to coordinate and oversee the activity and have responsibility for the performance of a unit of the agency involved in the delivery of a financial service program including: Public Assistance, Medical Assistance, Food Stamps, and Child Support Enforcement. Work is performed under the general supervision of a higher level employee with considerable leeway allowed in carrying out details of the work. Supervision is exercised over the work of subordinate employees. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Plans, coordinates, supervises and manages unit activities within assigned area of responsibility;  
Reviews and approves the work of subordinate staff;  
Monitors staff performance, makes performance evaluations, and institutes performance standards in area of responsibility;  
Interprets and communicates to staff a variety of Federal and State laws and codes to implement policy and procedure to maintain compliance in the delivery of financial or support services;  
Oversees and participates in the training of staff;  
Prepares a variety of reports in accordance with local, State and Federal requirements;  
Maintains cooperative working relationships with other units, divisions, and agencies to facilitate the delivery of services;  
Interviews clients and acts as an informal mediator in disputes between lower level works and applicants/clients;  
Participates in the formulation of policies and procedures to facilitate the delivery of financial service programs;  
Develops policies and procedures to implement State and Federal laws and regulations regarding delivery of financial assistance or child support enforcement and paternity establishment;  
Interprets laws, policies and procedures for clients, respondents, attorneys and other social service units;  
Supervises the child support investigation and the parent locator functions of the social service district;  
Reviews financial investigations, locations and voluntary agreements made by staff;  
Reviews reports and statistics generated by automated record keeping system for effectiveness and efficiency of operations;  
Oversees or serves as the support or financial assistance agency representative in court;  
Supervises the collection and accounting and distribution of child support monies received in the social service district;  
Monitors the preparation of financial reports and the reconciliation of the unit's accounts;  
Reviews and evaluates staff performance;  
Establishes and maintains a working relationship with the New York State Office of Child Support Enforcement; Family Court, the County Attorney, the District Attorney, and law enforcement officials;  
Establishes and maintains liaison with various units in the local social service district for prompt exchange of case information and development of joint or cooperative procedures when necessary.

## **SOCIAL SERVICES MANAGER - CONTINUED**

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of investigation techniques, including interviewing procedures and practices; thorough knowledge of Federal and State law, code and policies concerning the provision of Social Service financial and support programs; good knowledge of Federal and State laws, rules and procedures concerning the establishment of paternity and the enforcement and collection of financial and medical support for dependent children; good knowledge of automated systems used in recording and reporting child support functions; ability to analyze multiple sources of information and make decisions based on available data; ability to plan and supervise the work of others; ability to read, understand and interpret complex written information.

### **MINIMUM QUALIFICATIONS:**

**PROMOTION:** Two years of full-time permanent competitive status as a Senior Social Services Worker or Senior Support Investigator 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 bachelor's degree AND two years of experience in business which must have included accounting or financial record keeping; or investigative experience related to financial, criminal, insurance or private civil matters; or examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, one year of which shall have been in a supervisory capacity; or

(b) Graduation from a regionally accredited or New York State registered college with an associate degree and four years of experience as outlined in (a), one year of which shall have been in a supervisory capacity; or

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

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