

Department: Social Services
Classification: Competitive
Grade: 12

SPEC DISK C2
DOCUMENT 25

WELFARE MANAGEMENT SYSTEMS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for implementing and monitoring the operation of a system for centralized management of social service program data through the use of electronic data processing and standardized control procedures. Coordinators provide liaison between state technical and administrative staff and the local agency. The work is performed under the general direction of the Commissioner of Social Services with broad leeway allowed for planning and implementing systems operations. Depending upon local agency size, supervision may be exercised over clerical and/or professional or technical personnel. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Coordinates installation and implementation of EMS among local users and state systems staff;
Interprets state regulations and procedures to WMS staff and insures compliance;
Serves as local resource person for EMS operations and provided liaison with state WMS staff;
Assists state analysts and technicians in developing methods and procedures to adapt the system to local and state needs;
Designs and supervises the operation of procedures to provide appropriate data for WMS use;
Sets guidelines and provides instruction on access and use of system capability;
Reports on uses, problems and potential of WMS to state agencies, legislature, local commissioner and others;
Directs studies of WMS impact on agency operations and staffing;
Directly supervises local WMS staff and checks reporting procedures for reimbursement claims;
Resolves technical problems caused by introduction and enhancement of WMS.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of administration as applied to social services systems; good knowledge of laws, rules and regulations, policies and practices governing social services operations; good knowledge of accepted design and theory relating to work organization and processing; ability to plan and supervise the work of others; ability to describe departmental needs and capabilities to state system analysts; ability to assists operational staff in detecting and resolving problems in system operation; ability to prepare written summaries and reports; ability to evaluate systems operations and usefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

(a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and two years of full-time paid experience in a health, educational or social agency; or

(b) Completion of two years (60 semester hours) of study at a regionally accredited or New York State registered college or university and four years of satisfactory full-time paid experience in a health, educational or social agency; or

(c) Graduation from high school or possession of an equivalency diploma and six years of satisfactory full-time paid experience in a health, educational or social agency; or

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