

DIRECTOR OF OPERATIONS (CHILD WELFARE CASE MANAGEMENT)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, and located in the Department of Social Services, an incumbent of this class is responsible for working with leadership in implementing a coordinated approach to the analysis of demographic, program and service data metrics and in the development and execution of corrective action plans, new programs and/or modification of existing services within the Child Welfare Division. Work involves utilizing reporting mechanisms to track the success of remedial measures taken in order to reassess performance, and providing recommendations for changes to service or program delivery, as necessary. The incumbent is given considerable leeway in working closely with directors, managers and program staff in the division's Child Protective Services, Foster Care and Preventive Services units to address issues identified through the analysis and mining of data with a view towards improving services and optimizing federal and state reimbursement funding. Supervision may be exercised over professional, technical and administrative support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Works in collaboration with departmental leadership in coordinating data mining within the Division of Child Welfare;

Assists directors, managers and program staff in the Child Protective Services, Foster Care and Preventive Services units in implementing division wide processes to data mining, analysis and reporting;

Works with directors and managers throughout the division to ensure the review of data consistent with timelines for the analysis and follow-up assessment of programs and service delivery metrics;

Collaborates with executive staff, directors, managers and program staff throughout the division in response to the analyses of data metrics to assist leadership in making informed decisions in formulating corrective action programming, modification of service delivery operations, and in strategizing for short and long-term planning initiatives;

Assists in the implementation of division-wide use of a risk assessment and service assessment tools to align preventive services with the resource needs of families and optimize reimbursement opportunities;

Assists in the implementation of division-wide application of risk and service assessment tools by working with unit directors and managers to develop a coordinated division response to risk and service metric evaluations;

Supervises subordinates working for the Program Development and Continuous Quality Improvement Team and leads participating team members from the Child Protective Services, Foster Care, and Preventive Services units by mentoring and educating staff on strong data mining techniques, data assessment and dissemination skills to foster the consistent evaluation of service metric information throughout the division;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Supervises subordinates working for the Program Development and Continuous Quality Improvement Team and leads participating team members from the Child Protective Services, Foster Care, and Preventive Services units by mentoring and educating staff on strong data mining techniques, data assessment and dissemination skills to foster the consistent evaluation of service metric information throughout the division;

Collaborates with leadership in conducting quality improvement and quality assurance efforts and, as directed, works to develop sub-committees from the Child Protective Services, Foster Care, and Preventive Services units to facilitate cross communication of performance metrics, and/or alternative methods of capturing data to address specific unit metrics;

Works with division directors and managers to assist leadership in encouraging a culture of effective cross-systems communication and partnership with internal and external stakeholders to strengthen the relationship with the community the division serves;

Develops training materials for program directors, managers and program staff in the analysis of data metrics;

Assesses training and human resources needs required for optimal implementation and delivery of Child Welfare services, particularly with regard to the analysis of data and service metrics;

Addresses civic, business and community groups and organizations to provide support for the Department's Child Welfare programming and other case management initiatives;

Participates in the development of the annual budget to ensure adequate resources to support Child Welfare and case management services;

Use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

May perform other incidental duties, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the Federal, State and local laws and regulations concerning the administration of child welfare programs; thorough knowledge of the principles, procedures and methods of social casework; thorough knowledge of community resources and agencies available to provide related child welfare services; thorough knowledge of and ability to apply management principles and techniques; thorough knowledge of the goals and objectives of the department, as well as national, state and local trends in the delivery of child welfare programs and services; thorough knowledge of modern developments, current literature and sources of information in the field of child welfare; thorough knowledge of the principles and practices of administrative supervision and decision-making; thorough knowledge of the functions of various divisions of the department and their inter-relationships; good knowledge of the principles, procedures and methods of organization for the administration of Social Service programs; good knowledge of risk and

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Cont'd.)

service assessment tools and data metrics; good knowledge of organizational and administrative processes and techniques, including budget preparation and control, fiscal planning, contract management, personnel administration, staff development & training, etc.; skill in public speaking; skill in providing leadership to subordinate staff; skill in analyzing data metrics to address trends and formulate responsive programming; ability to plan, organize and supervise the work of subordinate professional managers, supervisors, and caseworkers, as well as subordinate administrative and clerical staff; ability to work independently, set priorities and effectively plan, manage, and direct programs and multiple projects, tasks, priorities and office workflow; ability to identify critical issues and problems and to formulate solutions to facilitate achievement of program goals, objectives and outcomes; ability to interpret complex written material including legal narrative and assess the impact thereof on programmatic goals; ability to establish and maintain effective working relationships with public officials, community agencies, departmental staff, and the general public; ability to communicate effectively, both orally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; leadership; tact; sound judgment; integrity; self-motivated; initiative; resourcefulness; innovative; strategic vision; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree* and five years of experience in a social services agency with executive, managerial and/or administrative responsibilities, three years of which must have been in data analytics involving statistical analysis for at risk youth.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized and accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.