

DIRECTOR OF TEMPORARY ASSISTANCE

DISTINGUISHING FEATURES OF THE CLASS: Under the supervision of a Deputy Commissioner of Social Services, an incumbent of this class directs a Central Program Office or a Temporary Assistance division. Incumbents direct, plan, administer, organize, monitor and control the activities of managers, supervisors and staff engaged in the determination of eligibility of individuals for public assistance, SNAP, medical assistance, housing or related programs. Work may be coordinated with other Public Assistance divisions and other county and state agencies with responsibilities in the aforementioned areas of assistance. The position may interpret federal and state public assistance program policies, procedures and evaluation criteria to ensure consistency in their application, and review and analyze rules, regulations, laws, court decisions, policies and procedures relating to public assistance to formulate and implement strategies and programs designed to provide assistance to individuals. As a member of the department's leadership team, incumbents participate in the development of department-wide programmatic design, implementation and policy formulation. This position differs from the Temporary Assistance Manager III, in that the Director has responsibilities for the oversight of department-wide temporary assistance programs serving residents throughout Westchester County, while the lower level title's scope or responsibility is limited to district office operations. Direct or administrative supervision is exercised over a significant number of employees working in multiple locations. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Directs and manages staff, programs and operations, through subordinate managers and supervisors, of staff engaged in the assessment and determination of eligibility of individuals/families for various temporary assistance programs and services;

Coordinates the activities of the Office with other Divisions within the Department, such as Office of Child Support Enforcement, Office of Employment, and Day Care Operations, and with other agencies such as Public Works, Information Technology, Public Safety, District Attorney, etc., as appropriate;

Provides motivation, support, guidance and oversight to managers, supervisors and line staff ensuring that managers and supervisors are providing appropriate leadership to their staff, while delegating back to supervisors/workers issues that are appropriate at their level;

Establishes and analyzes current operations and adjusts accordingly, monitors staff/manager performance to complete work as directed, ensures that all local, state and federal mandates are met, and that all key areas of responsibility are accomplished, and develops and implements strategies in response to identified problems;

Conducts bi-weekly conferences with direct reports and provides written follow-up and ensures that performance evaluations are done in a timely and accurate manner, and that appropriate progressive discipline is taken as needed;

Ensures that staff are properly and effectively supervised and trained so that assistance determinations are reviewed and completed in a timely and on-going manner, and handled appropriately according to department standards;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Implements quality assurance controls to ensure that processes and procedures are followed and enforced;

Maintains current knowledge of temporary assistance programs and proposes, develops and implements short and long range plans, programs and strategies to address changing needs and advance best practice and innovation;

Prepares the annual budget and operating plan for the division, prepares periodic reports on division operations;

Establishes and supervises record-keeping, reporting, training and budgetary procedures for the division, and manages administrative support functions such as: monitoring time and leave balances and vacation requests, reviews overtime and reimbursement requests, office administrative support services, computer issues both state and local, reception, financial control, employment, facilities management, supplies and equipment, etc.;

Supervises the preparation, review and maintenance of statistics on eligibility determinations and the submission of required reports to the State;

Establishes and maintains effective working relationships with professional, community and social service organizations to coordinate efforts or obtain their assistance in helping individuals/families attain self-sufficiency;

May provide community education on available temporary assistance services;

Acts as a liaison with state and federal social service agencies engaged in temporary assistance programs to ensure service delivery;

Uses 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 tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Comprehensive knowledge of statutes, laws, regulations, policies, procedures and guidelines of assistance programs administered by the department; comprehensive knowledge of the principles, procedures and methods used in evaluating public assistance eligibility; comprehensive knowledge of the theory and practice of administrative and staff supervision, development and training; thorough knowledge of and ability to apply management principles and techniques; thorough knowledge of modern developments, current literature and sources of information in the field of public assistance; thorough knowledge of the functions of various divisions of the department and their inter-relationships; thorough knowledge of community resources and available services; good knowledge of the principles, procedures and methods of organization for the administration of Social Service programs; good knowledge of organizational and

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Cont'd) administrative processes and techniques, including budget preparation and control, fiscal planning, contract management, personnel administration, staff development & training, etc.; ability to plan, organize and supervise the work of subordinate managers, supervisors, and staff, 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 establish and maintain effective working relationships with public officials, community agencies, departmental staff, and the general public; ability to resolve complex problems and procedures involved in the application of categorical assistance programs; 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 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; initiative; resourcefulness; self-motivated; strategic vision; physical condition commensurate with the requirements.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree* and eight years of experience in social service programs, four years of which must have been at a managerial or administrative level, and four years of which must have been at a supervisory level over temporary assistance functions**.

**NOTE: Experience in temporary assistance would be for programs such as: public assistance, food stamps, medical assistance, child support, day care, or similar financial assistance programs.

SUBSTITUTION: A Master's degree* in a field of Human Services or Social Science, or in Public Administration, or closely related field may be substituted for the above general experience at the rate of 30 credit* hours per year for up to two years.

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