

## MANAGER III – SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of a director or Deputy Commissioner, incumbents function as senior managers in the Department of Social Services who oversee the management and administration of a Social Services office or unit responsible for providing adult protective services, housing services, medical services, child support enforcement, day care services, case review, fair hearings, or other related services, or a large organizational function or combination of functions. Responsibilities include those assigned to a Manager II – Social Services, and in addition, incumbents regularly make independent decisions over the direction, control and allocation of staff, facilities and other resources to assure smooth and efficient workflows, effective service delivery and the attainment of organizational goals and objectives. Responsibilities additionally include the formulation of broad procedural changes, the planning and development of new program initiatives and the implementation of innovative methods of service delivery in response to changes in law, regulation or community needs. Policy and operational decisions are subject to review by executive management to assure conformance with county-wide strategies. Extensive internal, public and collateral relationships must be fostered and effectively maintained. The incumbent participates as a member of the Department's leadership staff and is expected to contribute to policy formulation and decision-making over a variety of program and operational areas, including those outside the incumbent's direct area of assignment. Direct or administrative supervision is exercised over a significant number of staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Performs the duties and responsibilities assigned to incumbents of Manager II – Social Services title, and in addition, performs the following duties:

Develops, directs and integrates departmental procedures into assigned sections and coordinates with other district and central office management staff to ensure consistent implementation of policies and procedures to achieve organizational goals and objectives;

Develops and recommends policy and program initiatives for existing programs or to support new programmatic initiatives, develops long and short range plans and strategies for implementation and on-going program assessment and improvement;

In collaboration with other managers, establishes training needs and priorities, and recommends or directs plans for training within area of expertise;

Participates in intra and interdepartmental meetings with other local, state or federal managerial and administrative staff to develop new program directions, coordinate resources, and resolve barriers to effect improved communication and service delivery;

Functions on behalf of the Commissioner of Social Services in designated legal or technical matters in area of expertise;

Advises supervisors of legislative, legal or other program/policy matters that impact services and operations and recommends an appropriate agency position;

Confers and negotiates agreements and strategies with federal and private agencies on issues and programs of the assigned area;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Researches, prepares and presents testimony to legislative committees, study committees, administrative hearings, the courts, or other judicial bodies regarding social service issues;

Develops and implements procedures for providing services on a 24-hour basis, including emergency housing placements and medical treatment where warranted;

Participates in the preparation of the budget for assigned areas and coordinates office or program expenditures and budget needs;

Acts as agency contact with state, federal and community social service agencies to ensure service delivery;

Administers a community education program on social services programs and issues in the assigned area to keep the public informed;

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 the Department's organization, policies, procedures, mission and objectives and the interrelationships of the various program areas; thorough knowledge of Social Service Law, the techniques and resources utilized in researching, interpreting and applying relevant Federal, state and local laws and regulations as they relate to Social Services and assistance programs and administration; thorough knowledge of the theory and practice of staff supervision, development and training; thorough knowledge of the principles of public and personnel administration; ability to conduct analyses, and organize and present data identifying critical elements, interrelationships, underlying causes and broader organizational implications, and promote, plan and initiate innovative and realistic approaches to solve organizational problems, improve operational functioning, enhance service delivery, and meet operational objectives; ability to provide staff with effective leadership, team building and guidance in a manner conducive to full performance and high morale, including planning and organizing work procedures and the use of performance management tools; ability to exercise sound professional judgment in evaluating situations and making decisions; ability to develop and maintain cooperative working relationships with groups and individuals inside and outside the organization and to enable their active participation in program planning and service delivery; ability to utilize management systems to ensure effective and efficient operations; 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; customer service orientation; leadership; tact; integrity; initiative; resourcefulness; self-motivated; thoroughness; innovative; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and seven years of experience in a public social service agency and/or a public social services contract agency where the primary responsibility of the position was the development, analysis, evaluation, supervision or control of social services delivery systems, programs or operations, four years of which must have been at a management or administrative level.

SUBSTITUTIONS: A Master's Degree\* in a Management or Administration field or in one of the Social Sciences may be substituted for the above experience at the rate of 30 credit hours per year for up to two years. There is no substitution for the four years of specialized experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*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 Department of Education as a post-secondary, degree-granting institution.