

PROGRAM ADMINISTRATOR (CHILD WELFARE)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for planning, developing and coordinating Child Welfare programming and service delivery in the Department of Social Services. In addition, an incumbent assists in the development and implementation of policies in keeping with the needs of the customer population and within the framework of Federal, State and Local laws, rules and regulations. An incumbent will represent the Department of Social Services at events and meetings pertaining to assigned projects. Supervision is exercised over the work of subordinate staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Plans, develops and coordinates child welfare service delivery systems on assigned projects;

Participates in the implementation and administration of child welfare programs by providing administrative oversight and technical expertise in a variety of areas to district offices, contract agencies, client advocates, community groups and others;

Prepares, updates and researches program models and resource documents relative to child welfare;

Prepares complex correspondence and reports, and conducts special projects related to child welfare programming and service delivery;

Prepares statistical reports to measure and summarize child welfare case activity, identify trends, predict future needs, and monitor provisions of services;

Prepares and analyzes state reports, and other required reports as required by the department and/or regulatory agencies;

Prepares reports and provides requested information concerning investigations and complaints;

Maintains communication with other units in the department, other County departments, and community agencies, to ensure efficient and effective delivery of services;

Develops, recommends and implements child welfare program policies and procedures;

Interprets Federal, State and Local laws, rules, regulations and programs;

Works with laws, rules and regulations cooperatively with other sections of the department as well as other parts of the County government and the private sector of the community;

Represents the Department of Social Services with community groups or individuals in explaining program requirements and procedures;

Attends and participates in conferences, community meetings, seminars, etc., to keep abreast of the current issues and developments in the field;

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:

Thorough knowledge of the programs and delivery systems related to the provision of child welfare services; good knowledge of the principles and practices of administration; good knowledge of applicable Federal, State and Local laws as they relate to Social Services and public welfare programs and systems; good knowledge of Social Service Law codes, rules and regulations, especially as relates to Child Welfare; ability to analyze, plan and direct the delivery of services programs; ability to develop and maintain community relations; ability to think analytically; ability to communicate effectively both orally and in writing; ability to plan, coordinate and evaluate the work of assigned personnel; 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; tact; sound judgment; integrity; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and four years of experience in a public social service agency and/or a public social services contract agency which included two years of experience involving the development, analysis, evaluation, supervision or control of child welfare delivery systems, programs or operations.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Master's Degree may be substituted on a year for year basis for up to two years of the above stated experience. There is no substitution for the two 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.

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Job Class Code: C3161
Job Group: XII