

PROGRAM COORDINATOR (EMPLOYMENT PROGRAMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for participating in the development, administration, implementation and coordination of the Department of Social Services Welfare Reform and Employment Programs. Additionally, this position is responsible for supervising and coordinating referral and follow-up activity to vocational rehabilitation, educational and training. This class differs from the Manager I-Social Services as it involves extensive movement among the various departmental worksites, and is not working with clearly defined regulations and directives. This class also differs from the Manager I as it is responsible for analyzing and implementing new automated systems that are essential to Welfare Reform employment programs. Supervision is exercised over subordinate professional and administrative support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Interprets federal and state guidelines as they apply to welfare reform, employment, rehabilitation, and training, and prepares agency procedures implementing such directives;

Participates in policy making as it relates to eligibility budgeting and special benefits for Welfare Reform employment rehabilitation and training related client activity;

Participates in the preparation of operating plans for all Welfare Reform employment and training requirements;

Prepares forms for internal use in order to meet both program and reporting requirements;

Provides consultation to staff on Welfare Reform and Employment Operations;

Functions as a resource for field operations on Welfare Reform employment programs and works to resolve problems as identified through field staff;

Assists in deployment of Office of Work Activities staff for maximum functioning in offering Welfare Reform employment services to the client population;

Trains subordinates, district office staff, field operations managers and supervisors engaged in providing Welfare Reform employment programs and procedures;

Plans, coordinates and evaluates the work of assigned professional and clerical personnel;

Trains and implements automated systems relevant to the Welfare Reform employment and training programs;

Confers with training, employment, educational and community agencies to interpret social services Welfare Reform employment directives and policies and to coordinate employment and rehabilitation activity;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Conducts and participates in regular meetings relating to program issues and concerns with staff, field offices, Department of Labor and local Workforce Investment Board representatives, as well as sub-contracting agencies;

Formulates corrective action plans in response to negative program indicators resulting from program monitoring and reviews, internal audits or audits by the Office of Temporary Disability Assistance (OTDA); ensures the implementation of corrective actions plans, and in the case of contracted services, may recommend the non-renewal of contract(s) due to poor performance;

Responds to audits, prepares reports on all employment and rehabilitation programs;

Prepares reports and provides data analyses on the efficiency of programs, as needed or upon request;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the department's organization policies, procedures and objectives as relate to public assistance Welfare Reform and employment services; thorough knowledge of occupational conditions, trends and job development; thorough knowledge of personal counseling and placement methods, procedures, and practices, including interviewing techniques; ability to plan and supervise the work of others; ability to establish and maintain effective working relationships with clients, private and government agencies and labor groups; ability to collect, organize, analyze, and interpret data and information related to Welfare Reform Employment programs; ability to understand oral and written directions; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; express oneself effectively both orally and in writing; initiative; ability to use computer applications and other automated systems such as spreadsheets, word processing, calendar, email, and database software; sound professional judgement; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree* and five years of social service agency experience, three years of which must have involved the analysis, evaluation and control of programs or social service delivery systems, one year of which involved employment counseling, vocational counseling, workforce planning, or direct provision of employment services.

SUBSTITUTIONS: Satisfactory completion of 60 credits* may be substituted at the rate of thirty credits per year of experience for up to two years. A Master's Degree* may also 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 specialized 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 Education Department as a post-secondary, degree-granting institution.

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Job Class Code: C2912
Job Group: XIII