

## PROGRAM ADMINISTRATOR (DSS RESPONSE UNIT)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision and in coordination with supervisory staff, an incumbent of this class is responsible for developing, operating and coordinating a mobile community-based family support and preservation service program. Responsibilities involve using clinical evaluation tools in conducting assessments for children and families and in collaborating with service providers in developing behavioral health plans; which may involve direct case management. Significant and frequent contact and liaison is maintained with clinicians, behavioral health specialists, family peer advocates, and mediators to coordinate appropriate access and comprehensive services to families in need of support and to ensure child safety in accordance with existing laws, rules, and regulations. Other work includes developing and implementing performance measurement tools for all mobile programming activities, evaluating results for presentation developing, maintaining liaison and collaboration with providers with a view towards broadening domestic violence programs, and participating in strategic planning efforts based on service indicators and the emergent needs of the County's residents. This class differs from Program Specialist in the greater scope and complexity of the programs administered and maintains extensive contacts with federal, state and local officials. Supervision is exercised over subordinate staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Implements and coordinates a mobile unit to provide a comprehensive assessment, counseling and referral program to home-bound residents or those without access to transportation through ensure access to appropriate services and programs;

Coordinates the case management relationship for mobile unit clients and other County departments providing services to ensure that the effective coordination of department resources as well to overlapping programs and services;

Identifies service needs of referred clients and discusses case assessments and follow-up plans with casework staff in order to enhance staff skills and knowledge and to ensure that appropriate services are provided;

Supervises and monitors assigned case management staff by establishing priorities, setting and clarifying goals and objectives, and monitoring case progress to ensure that all services are provided in a timely manner and in compliance with all pertinent laws, policies and procedures;

Performs community outreach activities to promote mobile intervention services and to establish a presence in the communities served;

Participates in developing of policies and procedures for the operation of the mobile unit and in response to performance indicators;

Trains new staff and assists staff with problem cases;

Acts as the liaison between families and resource providers;

May provide direct case management when needed;

Maintains an evaluation tool and process to assess the effectiveness of service and compliance with program objectives, and develops recommendations for any unmet/emerging needs;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Participates in monitoring services provided by contracted agencies and through grant programs for quality assurance of service delivery;

Prepares reports to measure and summarize case activity, program utilization, identify trends, monitor providing of services, and performs research activities to OCFS and Commissioner;

Completes necessary monthly statistical and program reports as required by funding sources;

Participates in community education including seminars and panel discussions on serious mental illness and related issues;

Provides information, assistance, and coordination for referrals to children, adults and their family members in accessing the appropriate resources identified are needed;

Share on-call responsibilities to endure 24/7 response to crisis situations within one hour of call;

May occasionally lift and/or move up to 25 pounds;

Provide training and additional clinical support to staff and program;

Maintains a resource inventory of referrals within the community;

Represents the crisis response unit program at all related professional or community-based meetings, etc. as necessary;

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: Good knowledge of the techniques involved in determining need for services and arranging for the provision of such assistance; good knowledge of community, public and local agencies available to provide effective clinical social work services; good knowledge of the principles and practices of clinical social casework; good knowledge of the department's policies as relating to the provision of services; good powers of observation, perception and analysis; good knowledge of administrative practices including: good knowledge of the sociological and psychological aspects of family life and family inter-relationships with particular reference to the influence of the family problems; ability to assess situations and be able to develop service plans; knowledge of federal and state laws and programs relating to the granting of services; ability to communicate effectively, both orally and in writing; tact; ability to understand and work within legal frameworks; ability to work under high stress and pressure; ability to handle behavioral emergencies quickly and appropriately; ability to establish and maintain successful relationships with clients; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Continued)

duties of the position; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software; mental alertness; good powers of observation and memory; excellent moral character and habits; good judgment; reliability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Master's degree\* in Social Work or Mental Health and three (3) years experience in the assessment, coordination or direct provision of services to children and adults in a social services setting.

\*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.

SPECIAL REQUIREMENT: (1) Required at time of permanent appointment, must possess and maintain a valid license as a Licensed Social Worker (LMSW), Licensed Mental Health Counselor, Psychologist, or a Psychiatrist issued by the New York State Department of Education. (2) Possess and maintain a valid license to operate a motor vehicle in the State of New York, while in the title.