

TEMPORARY ASSISTANCE MANAGER III

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. Responsibilities include those functions assigned to Temporary Assistance Manager II's, and in addition, incumbents oversee the management and administration of a Temporary Assistance Office or large organizational function or combination of functions. 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 the Temporary Assistance Manager II 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 temporary assistance issues and programs;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

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

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 temporary assistance issues to keep the public informed on types of assistance available to those in need;

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.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Comprehensive knowledge of temporary assistance/public welfare administration; comprehensive knowledge of Federal, State and local social services laws and programs as they relate to eligibility for financial assistance; comprehensive knowledge of other laws and programs which may affect eligibility, such as Workers' Compensation, Social Security, and Unemployment Insurance; comprehensive knowledge of the Department's organization, policies, procedures, mission and objectives and the interrelationships of the various program areas; thorough knowledge of the theory and practice of staff supervision, development and training; thorough knowledge of applicable Federal, State and Local laws, as well as Social Service laws, rules, codes and regulations, as they relate to Social Services and assistance programs; thorough knowledge of the principles of public and personnel administration; skill in making decisions concerning eligibility for assistance programs; ability conduct analyses, 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 or enhance service delivery; ability to exercise sound professional judgment in evaluating situations and making decisions; 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 communicate effectively both orally and in writing; ability to utilize management systems to ensure effective and efficient operations; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, 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 where the primary function of the position was examining, investigating or evaluating claims for temporary assistance** in a public social service agency and/or a public social services contract agency, four years of which must have been at a management or administrative level.

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

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 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.