

DIRECTOR OF COMMUNITY SERVICES
(Town/Village of Harrison)

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the Supervisor/Mayor, the incumbent of this position is responsible for the operations of the Office of Community Services for the Town/Village of Harrison and provides information to residents regarding a variety of programs available to them, e.g., Food Stamps, Section 8 Housing, Medicaid, Food Pantry, Handicapped Parking, Meals-on-Wheels, Holiday Food Program, Scholarship Program for Summer Camp, etc. The incumbent assesses residents' needs, determines eligibility based on program guidelines, and assists residents in the application process. In addition, the incumbent writes grants to secure funding for some programs/services. Supervision is exercised over subordinate personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Informs residents, both in person and over the phone, of a wide variety of programs, some Federal and State, i.e., Medicaid, Food Stamps, Section 8 Housing, Handicapped Parking, and other programs unique to Harrison: Food Pantry, Holiday Food Program, Scholarship Program for Summer Camp, Transportation Program for Medical Appointments/Shopping, etc.;

Assesses residents' situation, determines appropriate program, checks resident's eligibility for program, and assists in the application process;

Distributes informational materials to residents to describe various program services available to them;

Makes home visits to frail elderly to assess needs and assist them in the application process for needed services;

Interacts with other town departments to ensure that residents are making use of programs for which they are eligible, e.g., works with Assessor's Office to make sure homebound seniors are filling for real estate tax exemption;

Writes grants in order to secure funding for some programs/services;

Coordinates and prioritizes the scheduling of the van trips for medical appointments and shopping trips, resolves any scheduling conflicts;

Provides liaison services between residents and other social service agencies providing services for residents, i.e., Department of Social Services, Social Security, Section 8 Housing, including accompanying residents to appointments at such agencies;

Seeks business contributions to community programs, e.g., surrounding corporations participate in the Christmas List Program (purchase toys and/or clothes for a child from a family receiving any community services);

Speaks to community groups e.g., Rotary, Lion's Club to enlist their financial support of community programs;

Maintains records of all participants in community programs;

EXAMPLES OF WORK (Illustrative Only) (cont'd.)

Maintains all financial records of programs which generate fees, and prepares reports for Comptroller's office;

Prepares written reports of all office activities for submission to the Town/Village Board;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of community resources both within and outside the municipality; familiarity with local social service agencies available to deal with community problems; familiarity with health and social problems and attitudes in the community; ability to communicate effectively with people from a wide variety of background and all economic levels; ability to maintain sensitive information in the strictest confidence; ability to maintain effective working relationships with community and corporate leaders and other town department personnel; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position, willingness and capacity to act on the problems of a diverse population; emotional maturity; empathy; patience; tact; good judgment; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) six (6) years of work experience which involved community/public relations**, including or supplemented by one (1) year of supervisory experience; or (b) Associate's degree* and four (4) years of work experience as stated in (a), including or supplemented by one (1) year of supervisory experience; or (c) Bachelor's degree* and two (2) years of work experience as stated in (a), including or supplemented by one (1) year of supervisory experience.

**DEFINITION: Community/public relations is defined as experience acting as a liaison with public officials, corporations, other agencies, news media, and/or the public, which included responsibility for planning, preparing and distributing written materials designed to promote understanding or general knowledge about activities, services, policies or objectives.

*SPECIAL NOTE: Education beyond the secondary level must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid operator's license appropriate to the vehicle to be operated.