DIRECTOR OF SOCIAL SERVICES

GENERAL STATEMENT OF DUTIES: The Director of Social Services is responsible for planning, coordinating and supervising the performance of all social services staff of the agency; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving responsibility for the successful operation of the social services units of the agency and the performance of the social services staff. Employees in this class are responsible for recommending casework policies and procedures for the agency and are responsible for standards of casework service in accordance with agency policies. Work is performed under the administrative direction of the Commissioner of Social Services in accordance with established policies and objectives permitting the frequent exercise of independent judgment. The director is responsible for coordinating the functions of all casework, technical and related staff assigned to the social services division including their training and development through the use of supportive supervisory staff.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

-Oversees and coordinates the work of various adult and children's services units in the department, including Adult Protective, Foster Care, Adoption, Child Protective, Child Preventive and PINS Diversion Unit;
-Assists in the formulation of casework policies and procedures;
-Interprets Federal, State and local programs and advises the Commissioner of Social Services;
-Supervises the casework staff in administering and rendering services to promote the welfare of the client;
-Has the responsibility to see that casework correspondence and reports are completed and current;
-Conducts individual and group conferences with casework supervisors;
-Has responsibility for establishing and administering an employee performance program;
-Establishes necessary control records for evaluating staff performance;
-Recommends staffing and funding requirements in connection with budget planning;
-Plans, organizes, directs and coordinates the various functions comprising the Social Services division;
-Plans and supervises staff development programs for casework staff;
-Maintains cooperative relationships with other human services agencies in the community;
-Represents the Commissioner of Social Services at conferences, public meetings, etc., as directed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of modern principles and practices of social casework and public welfare administration and ability to apply these in the performance of duties; thorough knowledge of Federal, State and local public welfare laws and programs; good knowledge of techniques of case recording; ability to plan, direct and accept responsibility for the work of others; ability to prepare clear and accurate records and reports; ability to establish and maintain successful relationships with people; ability to interpret the goals of the agency; good judgment; emotional maturity; resourcefulness; initiative; tact; sensitivity to the reactions of others; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:
Acceptable Training and Experience:

PROMOTION – Three years as a Case Supervisor, Grade B in the public social services agency OR six years as a Senior Caseworker or Senior CPS Caseworker in the public social services agency.

OPEN-COMPETITIVE – Graduation from a regionally accredited or New York State registered four year college with a Bachelor's degree and six years of full time satisfactory paid experience in social case work with a public or private social agency adhering to acceptable standards, including two years in a supervisory capacity.

NOTE: Satisfactory completion of one year of full-time study in a recognized graduate school of social work is equal to one year of required social case work experience; two years of such training is equal to three years of required social case work experience, but not the supervisory experience.

Competitive Class

Amended CSC action 04/22/1986
Amended PO 06/30/2015