

DEPARTMENT: SOCIAL SERVICES **FLSA Status:** Exempt/Administrative
CLASSIFICATION: COMPETITIVE
APPROVED: OCTOBER 25, 2021

DEPUTY DIRECTOR OF ELIGIBILITY

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for overseeing personnel administration in the eligibility division of the department. The incumbent is responsible for all issues involving staff, including interviews and selection, performance evaluations, staffing recommendations, coordination of training, and disciplines. The Deputy represents the Director of Eligibility and the department at meetings and may serve as Director in his/her absence. The incumbent also provides administrative assistance and recommendations to ensure that eligibility programs are effective and efficient. Direct supervision is received from the Director of Eligibility with wide leeway permitted for the exercise of independent judgment in carrying out the details of the work in accordance with established policies, procedures, laws, and contracts. The incumbent provides general direction to Chief and Principal Social Services Workers. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Assists the Director with interviews, selection, and hiring of employees;
2. Coordinates staff training in conjunction with established learning plans;
3. Actively participates in all levels of the disciplinary process to include terminations;
4. Monitors and tracks the status of caseloads and makes recommendations for process changes and correction plans;
5. Provides direction to subordinates in the performance evaluation process for the Director's review;
6. Coordinates, manages, and established priorities for areas of the division in consultation with the Director;
7. Keeps abreast of federal and state policies and programs as they relate to financial eligibility;
8. Identifies and assists in recommending and implementing new programs and procedures;
9. Represents the Director in meetings and collaborates with representatives from other departments, local governments, state agencies, and community groups;
10. Maintains and analyzes data and compiles and submits necessary reports;
11. May act as the Director in his/her absence.
12. Informs and advises employees regarding rules and regulations through training, employee notices, and personal contact as required by the Director;
13. May investigate and recommend action on complaints and grievances and attend grievance and disciplinary proceedings;
14. Conducts and completes personnel studies and prepares reports on accrual use and/or abuse, vacancies, turnover, and retention experience;
15. Insures compliance with laws pertaining to employment and also county policies, procedures, and contracts;

CONTINUED

DEPUTY DIRECTOR OF ELIGIBILITY CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of personnel administration including such activities as interviewing, recruitment, selection, and placement; thorough knowledge of modern principles of supervision and management; good knowledge of the department's overall programs, policies and procedures; good knowledge of other laws and programs which may affect eligibility, such as, worker's compensation, social security, and unemployment insurance; good knowledge of federal, state, and local social services programs; skill in public and interpersonal relations; ability to communicate and deal effectively with others; ability to plan, coordinate, manage and supervise the work of others, and to evaluate their performance; ability to prepare complex reports; ability to prepare written material; ability to understand complex oral and written material; ability to maintain the confidentiality of sensitive personnel and union related matters; ability to use current office suite software applications; ability to make sound judgment; initiative and resourcefulness; emotional maturity; tact; physical condition commensurate with the requirements of the position.

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS:

Candidates must currently be employed in the Niagara County Department of Social Services immediately preceding the date of examination in one of the following: one (1) year as a permanent Chief Social Services Worker **OR** two (2) years as a Principal Social Services Worker or Senior Employment Case Manager.

OPEN COMPETITIVE QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma **AND** one of the following:

1. Graduation from a regionally accredited or New York State registered approved college or university with a Bachelor's Degree **AND** three (3) years of progressively responsible full-time paid administrative or managerial experience, including responsibility for directing at least one major function or unit in a large public or private agency, institution, business or industry; **OR**
2. Completion of sixty (60) credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees **AND** five (5) years of full-time paid administrative or managerial experience, including responsibility for directing at least one major function or unit in a large public or private agency, institution, business or industry.