

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: COMPETITIVE
APPROVED: APRIL 22, 2021

FLSA Status: Exempt/Administrative 1/4/2010

DIRECTOR OF ELIGIBILITY

DISTINGUISHING FEATURES OF THE CLASS: Responsible for planning, coordinating and supervising the performance of all agency staff involved in determining financial eligibility for the various programs administered by the Department of Social Services. This is an administrative position involving considerable independent responsibility for the planning, supervision and coordination of determining financial eligibility of applicants and recipients of public assistance, medical assistance and food stamp programs. Work is performed under the general supervision of the Commissioner of Social Services. The Director is responsible for coordinating the functions of examining and financial investigation staff including their training and development through the use of supportive supervisory staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Plans, coordinates, supervises and manages the activities of the financial eligibility determination section;
2. Assists in the formulation of policies and procedures that relate to financial eligibility of the various programs administered by the agency;
3. Interprets federal, state and local policies and programs as they relate to financial eligibility;
4. Establishes necessary controls for determining staff performance and evaluates performance of assigned staff;
5. Maintains cooperative relationships with other units and sections of the agency through administrative channels;
6. Recommends staffing and funding requirements in connection with budget planning;
7. Conducts individual and group conferences with subordinate supervisors;
8. Maintains cooperative relationships with community groups and other agencies in regard to financial eligibility;
9. Directs the preparation of reports of financial eligibility activities.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of federal, state and local Social Services laws and programs; comprehensive knowledge of the agency's overall programs, policies and procedures; thorough knowledge of other laws and programs which may affect eligibility, such as, Workmen's Compensation, Social Security, and Unemployment Insurance; comprehensive knowledge of modern principles of supervision and management; 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 exercise sound professional 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 Deputy Director of Eligibility or Chief Social Services Worker **OR** three (3) years as a Principal Social Services Worker or Senior Employment Case Manager.

OPEN-COMPETITIVE: Graduation from high school or possession of an equivalency diploma and one of the following:

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree **AND** five (5) years of progressively responsible full-time administrative or executive 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** seven (7) years of experience as detailed in (1) above.