

DEPARTMENT: SOCIAL SERVICE
CLASSIFICATION: COMPETITIVE
APPROVED: APRIL 18, 2022

FLSA Status: Exempt/Administrative 1/4/2010

DIRECTOR OF SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position responsible for the successful operation and performance of the services units of the agency. The incumbent is responsible for planning, coordinating and supervising all services staff of the agency. The Director of Social Services recommends work policies and procedures for the agency and is responsible for standards of case work service in accordance with agency policies. The Director is responsible for coordinating the functions of all case work; technical, clerical, and related staff assigned to the services division, including their training and development through the use of supportive supervisory staff. 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. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Assists in the formulation of casework policies and procedures; interprets federal, state and local programs and advises the Commissioner of Social Services;
2. Supervises the services staff in administering and rendering social services to promote the welfare of the clients;
3. Ensures that casework correspondence and reports are completed and current;
4. Conducts individual and group conferences with supervisors;
5. Recommends staffing and funding requirements in connection with budget planning;
6. Plans organizes, directs and coordinates the various functions comprising the social services division;
7. Maintains cooperative relationships with other welfare agencies in the community;
8. Represents the Commissioner of Social Services at conferences, public meetings, etc. as directed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of modern principles and practices of social services 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; sound professional judgment; emotional maturity; resourcefulness; initiative; tact; sensitivity to the reactions of others; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTIONAL QUALIFICATIONS: Two (2) years of permanent competitive status as a Case Supervisor Grade B, in the Niagara County Department of Social Services immediately preceding the date of exam.

OPEN COMPETITIVE: 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 full time satisfactory paid experience in social casework with a public or private social agency adhering to acceptable standards, including two (2) years in a supervisory capacity.