

## DIRECTOR OF PROGRAMS

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility the planning, coordinating, supervising and managing the performance of activities of the intake, eligibility validation, Temporary Assistance, Food Stamp Assistance, HEAP Assistance, Medical Assistance and Employment Programs of a local social services department. This work is performed under the administrative direction of the Commissioner of Social Services. General supervision is exercised over several unit supervisors and a large staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Directs and supervises all Temporary Assistance operations to include the units of Food Stamps, Medicaid and CHAP, Public Assistance Public Assistance, Employment, Reception/ Intake, Systems and HEAP; Assists the Commissioner in developing policies and procedures related to all Temporary Assistance functions and directs the implementation of all such practices; Interprets all State and Federal rules and regulations as they related to Temporary Assistance functions; Establishes a quality control program for all eligibility, validation and issuance functions; Establishes a quality control program for all eligibility, validation and issuance functions in Temporary Assistance; Maintains cooperative relationships and referral systems with all other departmental units; Oversees department-wide compliance with records retention and disposition schedules and electronic scanning per rules established by the State Education and Social Services Departments; Maintains relationships with all other agencies and community groups as they related to temporary assistance programs and functions; Acts for the Commissioner on any departmental function as required.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the principles and practices of conducting a staff development program; Comprehensive knowledge of Federal, State and local Social Services Laws and programs; Thorough knowledge of the agency's overall programs, policies and procedures; Thorough knowledge of modern principles of supervision and management; Good knowledge of laws and programs that may affect eligibility such as Worker's Compensation, Social Security and Unemployment Insurance; Ability to plan, coordinate and supervise the work of others and evaluate their performance; Ability to communicate effectively both orally and in writing; Ability to comprehend complex written materials; Ability to deal effectively with staff members and the general public; Sound judgment; Initiative and resourcefulness; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college with a bachelors degree and three years experience in social work, examining, investigation or evaluation of claims for assistance, veterans, or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, of which at least two years must be in a supervisory capacity; Or
- B. Seven years experience in social work, examining, investigation or evaluation of claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, of which at least two years must be in a supervisory capacity, Or
- C. An equivalent combination of A and B above.

Adopted 6/26/98

Revised 5/1/08