

## **HEAD SOCIAL SERVICES PROGRAM SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a high level administrative position involving responsibility for overseeing and coordinating staff engaged in the intake and ongoing case management of applicants for and recipients of a variety of services offered by a local Social Services district. Acts as second-in-command and may act for the Director during his/her absence. This class differs from that of a Principal Program Specialist as a result of the increased responsibility, complexity and scope of the duties of the position and increase in the number of subordinates. The work is performed under the general direction of the Deputy Commissioner/Director of Social Services or other higher level administrative position. General supervision is exercised over the work of lower level administrative/supervisory positions. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only) Supervises and assists in the formulation and implementation of policies and procedures which relate to financial eligibility, Medicaid eligibility and applicant employability and self sufficiency for the various programs administered by a local social services district; Interprets federal, state and local policies, welfare reform initiatives and programs as they relate to financial eligibility, Medicaid eligibility and employment readiness, applicant barriers to employment and self sufficiency; Plans, coordinates, supervises and manages activities of Principal , Senior and Program Specialists including but **not** limited to agency claims and error review, applicant substance abuse screening, applicant domestic violence screening, educational assessment and employment orientation, applicant job site placement and cultivation, applicant employment and resume preparation, child support and or paternity establishment history, chronic medical conditions, long term medical conditions, managed care initiatives, resource referral projects, computer network security measures, and community and provider outreach programs; Supervises Principal, Senior and Program Specialists in the auditing, examining and review of data files, supervises corrective action plans initiated by lower level positions and formulates long term corrective action recommendations for review by the Deputy Commissioner/Director of Programs; Establishes necessary controls for determining staff performance and makes necessary performance evaluations; Assists the Director in planning, conducting and overseeing of staff training and development of programs; Maintains cooperative relationships with other units and sections of the agency, when authorized, acts in the absence of the Deputy Commissioner/Director of Programs; Maintains contact with community groups and other agencies in area of responsibility; Prepares and interprets a variety of narrative and tabular records and reports necessary for control and operation of agency activities; Operates a personal computer and/or mainframe terminal.

**FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of federal, state and local social services laws and programs as they affect eligibility for financial assistance, medical assistance and employment related programs; Thorough knowledge of agency' s overall programs, policies, procedures and community resources; Good knowledge of other laws and programs which may affect eligibility and applicant employability, such as, Workmens Compensation, Social Security, Department of Labor programs, Department of Health programs, and managed care programs, Good knowledge of modern principles of supervision; Good knowledge of concepts and methods in the use of computerized information processing systems; Ability to operate a personal computer and/or mainframe terminal; Ability to communicate and deal effectively with others; Ability to find, research, comprehend and interpret regulations; Ability to plan, coordinate,

manage, and supervise the work of others and to evaluate their performance; Ability to communicate effectively both orally and in writing; Ability to prepare reports; Initiative; Tact; Judgment; Leadership; Emotional maturity; Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

A. Completion of 60 credit hours from a regionally accredited or New York State college or university AND six (6) years experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, two years of which must have been in a supervisory capacity; OR

B. Graduation from high school or possession of a high school equivalency diploma and eight (8) years experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, two years of which must have been in a supervisory capacity; OR

C. An equivalent combination of training and experience as defined by the limits of A and B above.

**NOTE:** A valid New York State driver's license is required at time of appointment and maintained during employment.

Adopted 6/26/98

Revised 9/22/98; 3/20/17; 11/27/19

Reviewed 3/19/19