

## **PRINCIPAL SOCIAL SERVICES PROGRAM SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This is an important supervisory and administrative position involving responsibility for overseeing and coordinating the work of one or more groups of employees or units/sections engaged in the intake and on-going case management of applicants for and recipients of a variety of services provided by a local Social Services district. This class differs from that of a Senior Program Specialist by virtue of the fact that incumbents have a broader scale of responsibility, more independence in carrying out their responsibilities, supervise other supervisory personnel and supervise a greater number of subordinates. The work is performed under the general supervision of the Head Program Specialist or other administrative personnel. Direct supervision is exercised over Senior and first-line Program Specialists. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only) Assists in the formulation of local policies and procedures which relate to financial eligibility, medical eligibility, applicant employability and self-sufficiency, for the various programs administered by the local social services districts; interprets and disseminates to staff federal, state and local policies and programs as they relate to financial eligibility, Medicaid eligibility and applicant employment readiness; Plans, coordinates, supervises and manages activities within assigned areas of responsibility including but not limited to Medicaid, food stamp, home energy, temporary cash assistance, emergency assistance programs, day care assistance, employment and educational assessment, job site placement, job site cultivation, employment orientation, application and resume preparation, substance abuse screening, domestic violence screening, child support and paternity history and claims and error review; Evaluates supervisory staff under immediate supervision and reviews evaluations of line Program Specialists; Reviews recommendations made by lower level Program Specialists and approves or disapproves them; Approves referral of clients to casework division for services; Maintains cooperative relationships with other units and sections of the agency, through administrative channels; Maintains contacts with community groups, employer and commerce organizations and other agencies in area of responsibility. 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; Good knowledge of the agency's overall programs, policies and procedures; Good knowledge of other laws and programs which may affect eligibility and applicant employability, such as, Workmen's Compensation, Social Security, Department of Labor programs, Department of Health programs, managed care programs; Good knowledge of modern principles of supervision; Good knowledge of methods of using computerized information processing systems; Ability to operate a personal computer and/or mainframe terminal; Ability to communicate effectively both orally and in writing; Ability to communicate and deal effectively with others; Ability to read and comprehend regulations; Ability to plan, coordinate, manage and supervise the work of others and to evaluate their performance; Ability to prepare reports; Initiative; Tack; 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 four (4) 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 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

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; 5/18/11; 2/14/17