

Jurisdiction Class: Competitive  
EEO Category: Professionals  
Revised: 07/06/2023  
Approved by NYS OTDA: 04/08/2005

## **ASSISTANT DIRECTOR OF SERVICES**

**DISTINGUISHING FEATURES OF THE CLASS:** This is an administrative position responsible for assisting the Director of Services in planning coordinating and supervising the services unit. This position involves assisting in planning, implementing and coordinating new programs to improve services and determining and implementing revisions to existing programs. The incumbent develops policies and procedures for manual and automated systems in this unit. The incumbent is responsible for implementation, evaluation and compliance with State laws, regulations and standards of good practice. Work is performed under supervision of the Director of Services and general supervision of the Commissioner of Social Services. The incumbent performs related work as required.

### **TYPICAL WORK ACTIVITIES**

Collects and evaluates statistical data, on all program areas, to review trends changes and its impact on current service availability;

Develops, implements and maintains quality control systems to monitor casework practices, workflow, service delivery and enforce regulatory compliance;

Monitors agency systems used for case reporting and budget to determine compliance and impact;

Works with agency staff in developing new automated information and record keeping systems and/or revising existing systems to ensure quality of information and compliance with uniform case reporting standards;

Assess the need for new programs or services, within the Services Division and the community, to best serve the client population and the community;

Designs and implements programs and monitors them to determine effectiveness;

Designs training programs to instruct staff in current case work policies and procedures, inform them regarding changes in state mandates and to ensure quality control in case work practice;

Acts as a liaison with department directors or department heads of Oneida County and the directors of community agencies to share information about Services goals and services provided, to resolve problems or conflicts and to avoid duplication of services with multi-discipline providers;

Investigates complaints from the courts, private agencies, schools and other county agencies regarding service delivery and makes recommendations to resolve complaints;

Makes recommendations to the Director of Services regarding staffing levels, budget expenditures for the division, developing new programs to meet "gaps" in existing services, etc;

Consults with the New York State Department of Social Services regarding applicable laws and regulations;

Reviews proposed legislation to provide input to the Director of Services;

When assigned, acts as the Director of Services during the absence of the Director of Services.

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**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSON CHARACTERISTICS.** Thorough knowledge of modern principles and practices of social case work and public child welfare administration and ability to apply these in the performance of duties; Thorough knowledge of Federal, State and local public welfare laws and programs particularly as they apply to child welfare; Thorough knowledge of all services directly provided for or purchased by the children and Family Services Division; Comprehensive knowledge of child protective services investigation practice and systems; Thorough knowledge of foster care service delivery and systems; Thorough knowledge of techniques of case reporting; Good knowledge of systems development and evaluation; Good knowledge of modern management principles and procedures; Ability to collect, analyze and evaluate statistical data; Ability to develop, implement and coordinate program activities; 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; Ability to present ideas clearly both orally and in writing; Ability to provide administrative and direct supervision and leadership.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Possession of Master's Degree **AND** three (3) years of full-time experience in social casework\* with a public or private agency, two (2) years of which shall have been in a supervisory capacity; **OR**
- (B) Possession of Bachelor's Degree **AND** four (4) years of full-time experience social casework\* with a public or private agency, two (2) years of which shall have been in a supervisory capacity.

\*Social casework is defined to mean experience which shall have involved a one-to-one interaction with a client in order to actively facilitate the identification of client needs and goals through the interview process, as well as, the development of a service plan (i.e., identification and coordination of services available in the agency or the community to meet these needs and goals).

**SPECIAL REQUIREMENTS:**

1. Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.
2. Statewide Central Register (SCR), per Section 424-a of the Social Services Law, and Staff Exclusion List (SEL), per Section 495 of the Social Services Law, background checks are required prior to appointment.

**NOTE:** Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.