

Jurisdictional Class: Competitive  
EEO Category: Professionals  
Revised: 01/15/2020

## **ASSISTANT DIRECTOR OF INCOME MAINTENANCE**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for assisting the Director of Income Maintenance in planning, implementing and directing the operation of the Income Maintenance Division. This position is characterized by the extensive supervisory and administrative responsibility for directing and motivating staff, managing caseloads and providing guidance in work techniques and procedures. While the department is required to operate within Federal and State mandates, an employee in this class exercises independent judgement in determining and implementing local programs and policies, subject to review of the Director of Income Maintenance. This employee also acts for the Director of Income Maintenance, in his/her absence. Supervision is exercised over administrative supervisors in a variety of program areas within the Division of Income Maintenance. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Plans and supervises work in the division through case management techniques, establishing procedures and guideline for staff, directing the administrative supervisors and monitoring the work performed;

Interprets new and existing federal, state and local regulations and the policies established for actual operations to ensure the effective and legal implementation of mandates;

Provides direction and decisions in response to staff requests for information, policy interpretation, appropriate procedures and in analyzing individual cases;

Assists in the formulation of policies and procedures for the division consistent with the federal and state guidelines to ensure effective management within the division;

Assists in the monitoring and evaluation of various Income Maintenance program components and recommends improvements, policies or procedures for more effective performance;

Coordinates Income Maintenance functions with other divisions of the department and community social services agencies;

Supervises and participates in the preparation of monthly and annual reports for local, state and federal agencies to provide information on the activities and productivity of the Income Maintenance division;

Develops and conducts staff training sessions related to corrective action techniques.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of federal, state and local laws, rules and regulations of the public assistance programs; good knowledge of office management techniques that relate to the directing of work and the development and implementation of policies, procedures and work methods; good knowledge of other laws and programs which may affect program eligibility (i.e.. Worker's Compensation, Social Security and Unemployment Insurance); good Knowledge of the principles and practices of social services administration and management; ability to identify organizational, management and procedural problems and develop viable solutions; ability to read and interpret written material, and procedural problems and develop viable solutions; ability to read

continued...

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS cont'd:** and interpret written material, including legislation and regulations, and to understand the impact of such on the operation of the local Income Maintenance division; ability to establish and maintain effective working relationships with staff, governmental department heads, Federal and State agencies and community liaisons; ability to develop and implement clear and effective programs and policies; ability to express ideas both orally and in writing; ability to supervise subordinates in a manner conducive to full performance and high morale.

**MINIMUM QUALIFICATION:** Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree **AND** five (5) years of full-time paid social work\* experience; two (2) years of which shall have been in a supervisory capacity.

**SPECIAL REQUIREMENT:** Certain assignments made to employees in this case will require access to transportation to meet field work requirements in a timely and efficient manner.

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

Adopted: 11/20/1995  
Revised: 10/03/1996; 01/15/2020