

DIRECTOR OF INCOME PROGRAMS

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position providing supervision and oversight over Income Maintenance Programs including the Grant and Fraud units. Duties are performed with independence and supervision is exercised over Chief Social Services Examiner. Work is performed under the general direction of the Commissioner of Social Services or the Deputy Commissioner. A Director of Income Programs does related work as required.

TYPICAL WORK ACTIVITIES:

- Facilitates functional interaction and workflow between units involved with Income Maintenance programs work;
- Analyzes workflow to develop procedures that ensure compliance with regulatory agencies;
- Tracks and ensures compliance with Federal, State and local policy;
- Oversees and assists with audits of Income Programs, as needed;
- Assists Commissioner/Deputy Commissioner with negotiating contracts with providers serving Income Maintenance Programs;
- Reviews reports concerning work of Income Maintenance Programs to develop practice/policy to meet operational needs and requirements;
- Determines staffing needs of Income Maintenance Programs and advises Commissioner/Deputy Commissioner;
- Assists in the maintenance of personnel records for use in personnel transactions and resolution of personnel problems;
- Provides direct supervision and oversight of Income Maintenance Programs including Grant and Fraud Units;
- Screens, interviews and advises Commissioner/Deputy Commissioner on hiring of Chief Examiners in Income Maintenance Programs;
- Provides training and coordinates on-boarding of new Chief Examiners.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of Federal, state, and local social services laws and programs as they affect eligibility for assistance; comprehensive knowledge of agency's overall programs, policies, and procedures; thorough knowledge of other laws and programs which may affect eligibility, such as worker's compensation, social security and unemployment insurance; thorough knowledge of modern principles of supervision; working knowledge of relevant computer applications; ability to communicate and deal effectively with others; ability to direct the work of others in a collaborative manner which follows the mission/vision of the organization; ability to lead and to build and maintain goal focused teams as a strong, positive team player; ability to plan, coordinate, manage, and supervise the work of others and to evaluate their performance; ability to prepare reports; ability to use a computer; initiative; tact; judgment; leadership; emotional maturity.

MINIMUM QUALIFICATIONS:

PROMOTION: Two years of competitive class service as a Chief Social Services Examiner.

OPEN COMPETITIVE: Eight (8) years of 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 (2) years of which has been in a supervisory capacity.

NOTE: Study in a regionally accredited college or university or one registered by New York State or a New York State registered business college may be substituted for the general experience, but not for the supervisory experience, on a year for year basis.

CATTARAUGUS COUNTY CIVIL SERVICE

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