

DIRECTOR OF SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The work involves providing leadership to ensure compliance and quality care to the community for all units within Child Protective Services, Child Welfare Services, Adult Protective Services, Persons in Need of Supervision and Block Grant Day Care. The work is performed under the administrative direction of the Commissioner of Social Services. Supervision is exercised over subordinate staff. A Director of Social Services does related work as required.

TYPICAL WORK ACTIVITIES:

- Develops and maintains positive working relationships within the services units, with other units in the Department, with state and regional authorities and other service providers in the community;
- Maintains supervision of Case Supervisors and Unit Supervisors ensuring unit plans and goals are supported and achieved;
- Completes performance appraisals and ensure accountability within the scope of the position;
- Plans, organizes, directs and coordinates the various functions of the services division and assists in the formulation of case work policies and procedures;
- Ensures units meet regulatory requirements through meetings, review of documentation, tracking timeliness and compliance;
- Participates in the hiring process and recommends staffing and funding requirements in connection with budget planning;
- Represents the Commissioner of Social Services at conferences, public meetings, etc., as directed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of modern principles and practices of social case work and public welfare administration and ability to apply these in the performance of duties; thorough knowledge of Federal, State, and local public welfare laws and programs; good knowledge of techniques of case recording; ability to plan, direct, and accept responsibility for the work of others; 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; good judgement; emotional maturity; resourcefulness; initiative; tact; sensitivity to the reactions of others; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS:

Promotion: One year as a Case Supervisor or two years as a Unit Supervisor in the public social services agency.

Open-competitive: Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree and six years of full-time satisfactory paid experience in social case work with a public or private social agency adhering to acceptable standards, including two years in a supervisory capacity.*

NOTE: *Graduation from a regionally accredited or New York State registered college or university with a Master's degree in social work may be substituted for two years of the general social case work experience, but not for the two years of required experience in a supervisory capacity.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 5/26/69

Revised: 3/23/88

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