

DIRECTOR OF SOCIAL SERVICES

JOB CODE: 2306
DEPARTMENT: Tioga County Department of Social Services
CLASSIFICATION: Competitive
SALARY GRADE: Non-Union
ADOPTED: 9/13/79; Tioga Co. Personnel & Civil Service; revised 01/20, 3/2020

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving responsibility for the successful operation of the social services units of the agency and the performance of the social services staff. Employees in this class are responsible for recommending and developing case work policies and procedures for the agency and are responsible for standards of case work service in accordance with agency policies. Work is performed under the administrative direction of the Commissioner of Social Services in accordance with established policies and objectives permitting the frequent exercise of independent judgment. The director is responsible for coordinating the functions of all casework, technical and related staff assigned to the social services division including their training and development through the use of supportive supervisory staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Assists in the formulation of case work policies and procedures;
- Interprets federal, state and local programs and advises the Commissioner of Social Services;
- Supervises the case work staff in administering and rendering services to promote the welfare of the client;
- Has the responsibility to see that case work correspondence and reports are completed and current;
- Conducts individual and group conferences with case work supervisors;
- Has responsibility for establishing and administering an employee performance program;
- Establishes necessary control records for evaluating staff performance; participates in the hiring, evaluating and discharge of subordinates;
- Recommends staffing and funding requirements in connection with budget planning;
- Plans, organizes, directs and coordinates the various functions comprising the Social Services Division;
- Plans and supervises staff development programs for case work staff;
- Maintains cooperative relationships with the family courts and other welfare agencies in the community; serving on appropriate boards and committees as required;
- Represents the Commissioner of Social Services at conferences, public meetings, etc., as directed;
- Oversees casework activities related to individual and family safety and well-being;
- Supervises case work staff in administering the Social Services program (including review and approval of various documents) and in rendering social services to promote the welfare of the client,
- Provides staff training on departmental procedures and required reporting practices;
- Compiles and maintains a variety of records, reports and statistical information;
- Serves on appropriate Regional and State Committees and workgroups to inform NY State Policy and Practices

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & 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; sound judgment; resourcefulness; initiative;

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sensitivity to the reactions of others; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited or New York State registered four year college with a Bachelor's degree and six (6) years of full time satisfactory experience or its part-time equivalent in social case work with a public or private social agency adhering to acceptable standards, including two years in a supervisory capacity.

NOTE: (Satisfactory completion of one year of full-time study in a recognized graduate school of social work is equal to one year of required social case work experience; two years of such training is equal to three years of required social case work experience, but not the supervisory experience).