

DIRECTOR OF PROGRAMS

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for planning, coordinating, supervising and managing the performance of activities of the intake, eligibility validation, Temporary Assistance, SNAP Assistance, HEAP Assistance, Medical Assistance, and Employment Programs of a local social services department. This work is performed under the administrative direction of the Commissioner of Social Services. General supervision is exercised over several unit supervisors and a large staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Directs and supervises all - Temporary Assistance operations, to include the units of SNAP, Medicaid and CHAP, Public Assistance, Employment, Reception/Intake Systems, and HEAP; Assists the Commissioner in developing policies and procedures related to all Temporary Assistance functions and directs the implementation of all such practices; Interprets all State and Federal rules and regulations related to Temporary Assistance functions; Establishes a quality control program for all eligibility, validation, and issuance functions; Maintains cooperative relationships and referral systems with all other departmental units; Oversees department-wide compliance with records retention, disposition schedules, and electronic scanning per rules established by the State Education and Social Services Departments; Maintains relationships with all other agencies and community groups as they relate to temporary assistance programs and functions; Acts for the Commissioner on any departmental function as required.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the principles and practices of conducting a staff development program; Comprehensive knowledge of Federal, State, and local Social Services Laws and programs; Thorough knowledge of the agency's overall programs, policies, and procedures; Thorough knowledge of modern principles of supervision and management; Good knowledge of laws and programs that may affect eligibility, such as Worker's Compensation, Social Security, and Unemployment Insurance; Ability to plan, coordinate, and supervise the work of others and evaluate their performance; Ability to communicate effectively both orally and in writing; Ability to comprehend complex written materials; Ability to deal effectively with staff members and the general public; Sound judgment; Initiative and resourcefulness; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: (1) Graduation from high school or equivalent; AND

A. Graduation from a college or university with a bachelor's degree and six years' experience in social work, examining, investigation, or evaluation of claims for assistance, veterans, or unemployment benefits, insurance, or a similar program operating under established criteria for eligibility, of which at least three years must be in a supervisory capacity; OR

B. Graduation from a college or university with an associate's degree and eight years' experience in social work, examining, investigation, or evaluation of claims for assistance, veterans, or unemployment benefits, insurance, or a similar program operating under established criteria for eligibility, of which at least three years must be in a supervisory capacity; OR

C. Ten years' experience in social work, examining, investigation, or evaluation of claims for assistance, veterans, or unemployment benefits, insurance, or a similar program operating under established criteria for eligibility, of which at least three years must be in a supervisory capacity, OR

D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

NOTE: Your degree 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 your degree was awarded by an educational institution outside the United States and its territories, you 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>. You must pay the required evaluation fee.

Adopted 6/26/98

Revised 5/1/08; 1/17/2020; 7/12/23