

## SOCIAL SERVICES CONNECTIONS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This is an important technical position involving responsibility for planning, directing, training and coordinating the department's electronic case recording automated case management CONNECTIONS software system. The work is performed under the general direction of a higher level administrative employee Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Supervises and performs typing, cutting and pasting work of field staff into the system; Trains clerical staff and field staff on use of system; Assists in data clean up; Develops and maintains data entry and clerical procedures to comply with State regulations; Develops and manages security profiles for all Casework and supervisory staff in relation to system; Responsible for trouble shooting and ensuring the equipment if functioning properly; Interprets court orders as they relate to determining what data needs to be entered in the system; Assists in establishing and maintaining time frames to ensure compliance with State regulations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of on line database management; Good knowledge of data programs for Children and Adult Services; Working knowledge of the operation, capabilities and application of a mini and/or PC computer; Working knowledge of computer programming concepts however the ability to program is not a requirement of this position; Working knowledge of office terminology and procedures; Ability to describe departmental need and capabilities to State and local agencies that interface with the Department of Social Services; Ability to coordinate planning, design, testing, implementation, and training on the information systems; Ability to participate in long range program planning in regard to the future needs of the County and the service system at large; Ability to communicate effectively both orally and in writing; Tact and courtesy; Sound judgment; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a New York State registered or regionally accredited college or university with an Associates Degree in Computer Science; OR
- B. Completion of 60 credit hours from a New York State registered or regionally accredited college or university including 15 credit hours in computer science, and three (3) months experience in computer programming; OR
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

Adopted 4/22/05  
Competitive class