

**SOCIAL SERVICES PROGRAM MANAGEMENT COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves administrative and managerial responsibility for implementing and monitoring the operation of a system for centralized management of social service program data through the use of electronic data processing and standardized control procedures. The coordinator provides liaison between state technical and administrative staff and the local agency. The work is performed under the general direction of the Commissioner of Social Services with broad leeway allowed for planning and implementing systems operations. Supervision shall be exercised over subordinate clerical, professional and technical personnel. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES:** *(Illustrative only)*

- Evaluates and resolves computer program instructions received from the New York State Department of Social Services;
- Serves as local resource person for local department on inter and intra department systems activities;
- Conducts orientation and training sessions in the application of information available in computer, availability and interpretation of reports generated by the New York State Department of Social Services, follow-up training of new employees after department orientation/training program, follow-up training on revised information;
- Distributes revisions of manuals and printouts, new reporting information letters, enhancement bulletins, etc.;
- Has control of terminal access (security);
- Resolves problems involving local and New York State Department of Social Services information interfacing and case management procedures;
- Interprets and analyzes reports and information in system identifying trends, problem areas, caseload balance vs. manpower requirements, compliance with statutes, facets of Social Service program administration planning and budgeting processes;
- Acts as liaison with other Essex County agencies and other agencies outside the County on information systems activities;
- Attends workshops, meetings, seminars sponsored by New York State Department of Social Services and other similarly sponsored organizations;
- Advises Commissioner on LDF (Local Data Feedback) capability with enhancements and on impact on agency operations and staffing whenever system and program revisions are under consideration.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the principles and practices of administration as applied to social services systems; good knowledge of laws, rules and regulations, policies and practices governing social services operations; good knowledge of accepted design and theory relating to work organization and processing; working knowledge of the potential uses and general limitations of electronic data processing systems in multi-purpose, highly variable applications; ability to plan and supervise the work of others; ability to describe departmental needs and capabilities to state system analysts; ability to assist operational staff in

detecting and resolving problems in system operation; ability to prepare written summaries and reports; ability to evaluate systems operations and usefulness; physical condition commensurate with the demands of the position.

## **SOCIAL SERVICES PROGRAM MANAGEMENT COORDINATOR - Continued**

### **MINIMUM QUALIFICATIONS:**

#### **PROMOTION: (Either)**

Promotion open to employees with three years of permanent competitive status as a Principal Social Welfare Examiner (Social Services Manager) in the Essex County Department of Social Services; or

Five years of permanent competitive status as a Senior Social Welfare Examiner (Senior Social Services Worker) in the Essex County Department of Social Services.

### **MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in business administration, public administration, or related field, and two years of full-time paid experience in program administration, one year of which must have been in a supervisory capacity;
- (b) Completion of two years (60 semester hours) at a regionally accredited or New York State registered college or university and four years of full-time paid experience as defined in (a) above;
- (c) Graduation from high school or equivalency and six years of full time paid experience as defined in (a) above;
- (d) An equivalent combination of training and experience as defined by the limits of (a), and (b) above.

**REVISED: 11/26/02**