

DIRECTOR OF TEMPORARY ASSISTANCE AND EMPLOYMENT

DISTINGUISHING FEATURES OF THE CLASS: This position functions as senior management within the Department of Social Services with responsibility for planning, developing, coordinating and/or overseeing a full continuum of temporary assistance and employment initiatives and programs in Broome County. The incumbent is responsible to promote and lead a variety of human development efforts and provide opportunities for those in need to build assets and maximize potential. Duties include management and administration as well as program implementation, monitoring, budget forecasting, analysis and control. A significant responsibility of this position is the planning, development, assessment and oversight of the Welfare to Work program. The work is performed under the general supervision of the Deputy Commissioner of Social Services, with wide leeway allowed for independent decision making in the day-to-day operations, addressing issues including but not limited to staffing, scheduling, and overall program/policy oversight. Direct supervision will be exercised over a number of lower level employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interprets and implements policies and directives in the Temporary Assistance, Safety Net, and Food Stamp programs and develops local implementation plans in accordance with local, state and federal requirements;

Develops, implements and monitors policies and procedures which relate to categorical as well as financial eligibility for the Temporary Assistance, Safety Net, and Food Stamp programs administered by the Department;

Analyzes the ongoing performance and departmental impact of assigned programs or operations and develops plans, methods, and procedures to correct or improve program functions;

Designs and implements a seamless service delivery system that fully integrates the Temporary Assistance, Safety Net, and Food Stamp eligibility rules to assess individuals in securing employment and moving customers from welfare to self-sufficiency;

Prepares employment plans to meet New York State participation rate requirements;

Collaborates with other Departments and County agencies to maximize employment opportunities for customers;

Maintains an active role in community initiatives/partnerships and collaborates with members of the community, public and private agencies, municipalities and schools;

Directs and supervises staff;

Assists in the analysis and evaluation required for preparation of the budget;

Prepares reports, writes grants and proposals;

Represents the Department with community groups, individuals, other agencies and public officials to explain and sustain support for policies and practices in the temporary assistance and employment areas;

Collaborates in the development and planning of training for staff in the program area;

Provides contract management;

Collaborates with the local business community to ensure departmental programs are developing employees to meet the current and future demands of the area workforce;

Assures compliance with all necessary State and Federal requirements;

Responsible for identifying alternate funding sources available to the Department to address customer barriers to employment;

Stays abreast of changes in Social Service Laws, regulations, and policies and keep the Deputy Commissioner informed of changes and impacts;

Supervises and assists in the implementation of a variety of management and organizational objectives including planning and organizing new systems and procedures, evaluation of workloads and assignment of tasks to appropriate staff, development of monitoring and evaluation tools.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of community human service resources and federal, state and local human service programs and ability to apply this knowledge in the performance of duties;

Good knowledge of the principles and practices of administrative supervision and decision making;

Working knowledge of the department organization, policies, procedures and objectives;

Ability to envision, recommend, develop and improve services in the community;

Ability to mobilize interagency and community-wide initiatives;

Ability to identify critical factors or program problem areas and to present realistic solutions;
Ability to communicate effectively both orally and in writing;
Ability to plan, coordinate and evaluate work assigned to staff;
Ability to establish and maintain professional working relationships with staff, public officials, state agency representatives, and the public;
Ability to prepare and present a variety of reports;
Good judgment;
Resourcefulness;
Tact.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with a Master's degree and four (4) years of experience in a public sector human service agency, three (3) years of which must have been at a supervisory level, or have involved program administration or staff training, or Welfare-to-Work activities; OR

B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and six (6) years' experience in a public sector human service agency, four (4) years of which must have been at a supervisory level, or have involved program administration or staff training, or Welfare-to-Work activities; OR

C) Graduation from a regionally accredited or New York State registered college with an Associate's degree and eight (8) years' experience in a public sector human service agency, five (5) years of which must have been at a supervisory level, or have involved program administration or staff training, or Welfare-to-Work activities; OR

D) Graduation from high school or possession of a high school equivalency diploma and ten (10) years' experience in a public sector human service agency, six (6) years of which must have been at a supervisory level, or have involved program administration or staff training, or Welfare-to-Work activities;

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