

DEPUTY COMMISSIONER OF SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting the Commissioner of Social Services in administering a variety of services programs as defined in the Social Services law, by coordinating and planning the work of various divisions. The incumbent may have agency wide responsibility for assisting in the implementation of the mission of the department through the participation in the planning, development and attainment of departmental objectives in the service divisions. Work is performed under the general direction of the Commissioner of Social Services in accordance with established policies and objectives with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision is exercised over the work of all subordinate professional, technical and clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists the Commissioner in overseeing all phases of the services program, by planning, organizing, directing, and coordinating the work of various divisions for efficient and effective operation;

Assists in financial planning by gathering and calculating financial data necessary to prepare the budget, and monitors spending by implementing financial controls developed by the Commissioner;

Cooperates with representatives of the State in the operation and development of the local Social Services district program, and directs the preparation and submission of required reports;

Provides public relations with respect to services programs and the laws and rules that govern the services available;

Cooperates with other agencies, public and private, and officials and citizens in planning for community service;

Assists in resolution of complaints and inquiries registered by the public regarding Services Division programs and policies;

Develops programs and establishes policy for the effective operation of the division;

Adapts State and Federal guidelines and mandates for division use;

Prepares reports and analysis of division operations;

Determines staffing needs and conducts performance evaluations of division staff;

Represents the Commissioner at meetings with public officials and community groups;
Acts for the Commissioner in his/her absence;
Assists in the development and implementation of departmental programs, policies and procedures.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the State and Federal laws and rules governing casework requirements for social services programs;
Thorough knowledge of modern principles and practices of social case work;
Thorough knowledge of community human services programs, agencies and employment resources;
Good knowledge of modern principles and practices of public administration;
Working knowledge of public information and public relations techniques;
Ability to plan, organize, coordinate, administer and evaluate the effectiveness of program plans and provision of services related to social services;
Ability to plan and supervise the work of others;
Ability to deal effectively with the public;
Ability to analyze and organize data and prepare records and reports;
Ability to communicate effectively both orally and in writing;
Ability to operate a personal computer and utilize common office software programs;
Ability to prepare budgets, operating reports and a variety of other reports relative to program activities;
Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's degree in Social Work, Public or Business Administration or closely related field, and two (2) years of supervisory experience in social casework*; OR
- B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree in Social Work, Public or Business Administration or closely related field, and four (4) years of supervisory experience in social casework*.

***Social Casework**

Includes those activities that are directed toward enhancing a client's abilities to cope with and to solve problems, and referral of clients to supporting resources and services. Functions include client assessment, problem identification, development, monitoring and revision of a plan for services, motivational support, counseling, crisis intervention, referral to social and support services, and coordination of services.

Social casework does not include experience which is custodial in nature and/or which involves providing direct personal care to clients, such as nursing, nurse's aides or home health aides. It also does not include experience gained in positions such as Probation Assistant, Community Service Worker, or doing benefits determination, e.g. Social Welfare Examiner.

SPECIAL REQUIREMENT: Incumbents in this position are required by the County Legislature to reside within the County of Broome, OR an adjoining county (TIOGA, CORTLAND, DELAWARE OR CHENANGO) at all times during their employment in the title.

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