

Jurisdictional Class: Competitive  
Adopted: March 2, 1971  
Revised: May 11, 2010

**DIRECTOR OF SOCIAL SERVICES**

**DISTINGUISHING FEATURES OF THE CLASS:** This is an administrative position involving responsibility for the successful operation of the social and financial services units of the agency and the performance of the social and financial services staff. An employee in this class is responsible for recommending case work policies and procedures for the agency and is responsible for standards of case work service in accordance with agency policies. Work is performed under the administrative direction of the Commissioner of Social Services in accordance with established policies and objectives permitting the frequent exercise of independent judgment. The Director is responsible for coordinating the functions of all case work and for technical and related staff assigned to the social and financial services division including their training and development through the use of supportive supervisory staff. The incumbent does related work as required.

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

Cooperates with representatives for Federal, State, and local agencies in the provision of social services;  
Assists in the formulation of case work policies and procedures;  
Interprets federal, state, and local program development and in formulation of local department policy;  
Supervises the case work staff in administering and rendering services to promote the welfare of the client;  
Has the responsibility to see that case work correspondence and reports are completed and current and in compliance with State and Federal statutes and regulations;  
Conducts individual and group conferences with case work supervisors;  
Has responsibility for establishing and administering an employee performance program;  
Establishes necessary control records for evaluating staff performance;  
Recommends staffing and funding requirements in connection with budget planning;  
Plans, organizes, directs, and coordinates the various functions comprising the Social and Financial Services Division;  
Participates on committees with New York State Department of Social Services representatives to assist in policy development and financial services;  
Plans and supervises staff development programs for case work staff;  
Maintains cooperative relationships with other community service agencies;  
Has responsibility for coordinating efforts of local agencies to meet needs of individuals with no other resources, such as refugees;  
Represents the Commissioner of Social Services at conferences, public meetings, etc, as directed;  
Supervises establishment of eligibility and income maintenance;  
In the Commissioner of Social Services' absence, has responsibility for local department operations and direction of personnel;  
Has responsibility for direction and coordination of special programs and contracts for services such as PINS Diversion and Day Care Development.

Director of Social Services

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

Comprehensive knowledge of modern principles and practices of social case work and public welfare administration and ability to apply these in the performance of duties;

Thorough knowledge of federal, State, and local public welfare laws and programs;

Good knowledge of techniques of case recording;

Ability to plan, direct, and accept responsibility for the work of others;

Ability to prepare clear and accurate records and reports;

Ability to establish and maintain successful relationships with people;

Ability to interpret the goals of the agency;

Sound judgment.

**MINIMUM QUALIFICATIONS:** Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and six (6) years of experience in social case work with a public or private social agency adhering to acceptable standards; two (2) years of which must have been in a supervisory capacity.

**NOTE:** Graduate study in social work or a closely related field from a regionally accredited or New York State registered college or university may be substituted for the above experience on a year-for-year basis, but not for the supervisory experience.