

DEPARTMENT: SOCIAL SERVICES **FLSA Status:** Exempt/Administrative
CLASSIFICATION: COMPETITIVE
APPROVED: MARCH 29, 2018

DEPUTY DIRECTOR OF SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for overseeing personnel administration in the services divisions of the department. The incumbent is responsible for all issues involving staff, including interviews and selection, performance evaluations, staffing recommendations, coordination of training, and disciplines. The Deputy represents the Director of Social Services and the department at meetings and may serve as Director in his/her absence. The incumbent also provides administrative assistance and recommendations to ensure that service programs are effective and efficient. Direct supervision is received from the Director of Social Services with wide leeway permitted for the exercise of independent judgment in carrying out the details of the work in accordance with established policies, procedures, laws, and contracts. The incumbent provides general direction to Case Supervisor Grade B employees and other assigned subordinate personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Assists the Director with interviews, selection, hiring, and evaluation of employees;
2. Assists the Director with personnel matters involving staff within those areas of the Director's oversight including investigating and recommending action on complaints, grievances, and disciplinary proceedings;
3. Monitors and tracks the status of caseloads and makes recommendations for process changes and correction plans;
4. Coordinates staff training in conjunction with established learning plans;
5. Identifies and assists in recommending and implementing new programs and procedures;
6. Maintains and analyzes data and compiles and submits necessary reports;
7. Keeps abreast of federal and state policies and programs under the services division of the department;
8. Represents the Director in meetings and collaborates with representatives from other departments, local governments, state agencies, and community groups;
9. Conducts and completes personnel studies and prepares reports on accrual use and/or abuse, vacancies, turnover, and retention experience;
10. Assists with ensuring compliance with laws pertaining to employment and also county policies, procedures, and contracts;
11. When assigned, informs and advises employees regarding rules and regulations through training, employee notices, and personal contact as required by the Director;
12. May act as the Director in his/her absence.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of personnel administration including such activities as interviewing, recruitment, selection, and placement; thorough knowledge of modern principles of supervision and management; good knowledge of the department's overall programs, policies and procedures; good knowledge of other laws and programs relative to the services division of the department; good knowledge of federal, state, and local social services programs; skill in public and interpersonal relations; ability to communicate and deal effectively with others; ability to plan, coordinate, manage and supervise the work of others, and to evaluate their performance; ability to prepare complex reports; ability to prepare written material; ability to understand complex oral and written material; ability to maintain the confidentiality of sensitive personnel and union related matters; ability to use current office suite software applications; ability to make sound judgment; initiative and resourcefulness; emotional maturity; tact; physical condition commensurate with the requirements of the position.

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MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma **AND**

1. Graduation from a regionally accredited or New York State registered approved college or university with a Bachelor's Degree **AND** three (3) years of progressively responsible full-time paid administrative or managerial experience in a large public or private human services agency; **OR**
2. Graduation from a regionally accredited or New York State registered approved college or university with an Associate's Degree **AND** five (5) years of full-time paid administrative or managerial experience in a large public or private human services agency;
3. An equivalent combination of education and experience as defined by the limits of 1 and 2 above.