

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: COMPETITIVE
APPROVED: JUNE 27, 2011

PRINCIPAL SOCIAL SERVICES WORKER

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory and administrative position in the department of Social Services. Incumbents in this class plan, coordinate, and supervise the activity and have responsibility for the performance of a unit of the agency involved in the delivery of a financial service program including: Public Assistance, Medical Assistance, Food Stamps, and Special Investigations. The class differs from that of the Directors for each division of the agency by virtue of supervision of a unit within a division of the agency or as the head of a small division, whereas the Directors are the heads of a moderately-sized division of the agency. Work is performed under the general supervision of a higher-level employee with considerable leeway allowed for independent judgment in the performance of supervisory responsibilities. Supervision is exercised over the work of subordinate employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Plans, coordinates, supervises and manages the activities within assigned area of responsibility;
2. Reviews and approves or returns the work of subordinate staff;
3. Monitors staff performance, makes performance evaluations, and institutes performance standards in area of responsibility;
4. Interprets and communicates a variety of Federal and State laws and codes to implement policy and procedure to maintain compliance in the delivery of financial services;
5. Oversees and participates in the training of staff;
6. Prepares a variety of reports in accordance with local, State and Federal requirements;
7. Maintains cooperative working relationships with other units, divisions, and community groups and other agencies to facilitate the delivery of services;
8. Interviews clients and acts as an informal mediator in disputes between lower-level workers and applicants/clients;
9. May participate in the formulation of policies and procedures to facilitate the delivery of means tested service programs.

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

Thorough knowledge of Federal and State law, codes and policies concerning the provision of social welfare financial programs; thorough knowledge of investigation techniques, including interviewing procedures and practices; thorough knowledge of the agency's overall programs, policies, and procedures; good knowledge of other laws, codes and programs relating to the provision of human services, such as Workmen's Compensation, Social Security and Unemployment Insurance; good knowledge of modern principles and practices of supervision; ability to plan, coordinate, manage and supervise the work of others and to evaluate their performance; ability to communicate effectively both verbally and in writing; ability to establish and maintain effective working relationships; ability to read, understand and analyze complex written information; ability to prepare clear and accurate records and reports; good powers of observation and perception; initiative, tact, patience; good judgment; leadership; emotional maturity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS:

Two (2) years of permanent competitive class status as a Senior Social Services Worker.

Open Competitive: One of the following:

Completion of two (2) years (60 credit hours) from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees **and** three (3) years of experience in the provision of a financial social welfare program, or investigating, or substantially similar work, one (1) year of which must have been in a supervisory capacity;

Graduation from high school or possession of an equivalency diploma **and** five (5) years of experience as described above, one (1) year of which must have been in a supervisory capacity.