

Division Coordinator Tompkins County

Department: Department of Social Services
Classification: Competitive
Labor Grade: 16
Approved: Reclass of Head SWE 11/05
Revised: 11/05; 02/15
By: HH, Commissioner of Personnel

MINIMUM QUALIFICATIONS: EITHER:

- (a) Possession of a Bachelors Degree from a regionally accredited or New York State registered four year college or university **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in a position involving examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, three years of which must have been in a supervisory position; **OR**
- (b) Possession of an Associates Degree or completion of at least two years (60 semester hours) of study in a regionally accredited or New York State registered college or university **AND** six years of full-time paid (or the equivalent part-time and/or volunteer) experience in a position involving examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, three years of which must have been in a supervisory position; **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma **AND** eight years of full-time paid (or the equivalent part-time and/or volunteer) experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, three years of which must have been in a supervisory position; **OR**
- (d) Any combination of training and experience equal to or greater than that described in (a), (b) and (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

TRAINEE REQUIREMENTS:

An incumbent who has completed twelve months of satisfactory service in the Division Coordinator Trainee title, post permanent appointment, will automatically promote to the Division Coordinator title without further competitive examination.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for planning, coordinating, supervising and managing the performance and activities of a group of employees, units or sections depending on the organization structure of the agency. An incumbent may be assigned to Temporary Assistance, Medicaid, Employment, Special Services or another division of the Department of Social Services. Duties, are broad in scale, are performed with autonomy, and involve a wide variety of related functions within the Eligibility Divisions. An employee in this class implements and oversees the operation of State mandated and local eligibility and related programs. The incumbent will also have some client contact addressing more difficult and complex factors encountered by less senior employees. The work is performed under the general supervision of the Commissioner of Social Services with wide leeway allowed for the exercise of independent judgement in planning and carrying out the details of the work. Supervision is exercised over subordinate staff. The incumbent will perform all related duties as required

TYPICAL WORK ACTIVITIES:

- Plans and coordinates eligibility and related programs mandated by the Federal and State governments and locally initiated eligibility related programs assigned to the Eligibility Division. These programs include but are not necessarily limited to: Temporary Assistance, HEAP, Employment, Medicaid, Supplemental Nutrition Assistance Program, Day Care, and Emergency Services;
- Writes and submits comprehensive eligibility related plans by analyzing program requirements and determining department resources and needs;
- Plans, coordinates, supervises and manages the activities within the Eligibility Division;

- Assists in the formulation of local policies and procedures which relate to financial eligibility for various programs administered by the local social services district;
- Participates in the writing and submission of grants to obtain funding for eligibility related programs;
- Participates in the development of the long and short term plans and goals of the division;
- Interprets Federal, State and local policies and programs as they relate to financial eligibility;
- Participates in the development of managerial informational systems to assist program compliance, monitoring and record keeping;
- Conducts or participates in the delivery of public presentations to disseminate specialized information or to obtain public input;
- Supervises the preparation and collection of statistical data used locally and statewide in analyzing the effectiveness of eligibility related programs;
- Establishes and maintains working relationships with the various agencies and organizations that have a connection to the eligibility division;
- Prepares Fair Hearing Summaries and represents the Agency in the entire Fair Hearing process;
- Maintains cooperative relationships with other units and sections of the agency through administrative channels;
- Establishes necessary controls for determining staff performance and makes necessary performance evaluations;
- Reviews recommendations, made by lower level examiners, and approves or disapproves them;
- Attends conferences, training sessions and meetings on policy and procedure;
- Maintains an extensive expertise with the department's computer systems (i.e., WMS,MMIS, BICS, ABEL, MBLE, FDR, etc.);
- Handles complaints/concerns from clients, landlords, recipient advocates and the general public that cannot be resolved at lower levels;
- Conducts training sessions for staff on policy/regulation changes;
- Conducts training or coordinates training for new staff personnel;
- Conducts interviews with potential employees and makes recommendations for hiring;
- Testifies before the grand jury and at jury trials when necessary.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of Federal, State and local social service laws and regulations as they affect eligibility for entitlement programs;
- Thorough knowledge of the agency's overall programs, policies and procedures;
- Good knowledge of other laws and program regulations as they affect eligibility, e.g., such as Worker's Compensation, Social Security, and Unemployment Insurance;
- Good knowledge of modern principles of supervision;
- Ability to communicate well, and deal effectively with others;
- Ability to plan, coordinate, manage and supervise the work of others, and to evaluate their performance;
- Ability to interpret and apply complex written material to specific program content;
- Ability to develop and effectively present training materials on specific program content;
- Ability to gather information and prepare reports;
- Ability to operate a computer terminal;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment;
- The employee's physical and mental condition shall be commensurate with the demands of the position.

Originally created 11/05

D81.doc