

# **PROGRAM DIRECTOR - COMMUNITY SUPPORT SERVICES Tompkins County**

**Classification:** Competitive

**Labor Grade:** 88

**Approved:** 0

## **MINIMUM QUALIFICATIONS: EITHER:**

- (a) Possession of a current certificate or limited permit to practice social Work issued by the New York State Department of Education and two years of social work experience; **OR**
- (b) Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor's degree **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in casework or social work; **OR**
- (c) Any equivalent combination of training and experience as described in (a) and (b) above.

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

## **DISTINGUISHING FEATURES OF THE CLASS:**

This is an administrative and supervisory position involving the responsibility for coordinating the work of the Community Services Staff in the Mental Health Department. The work also involves responsibility for personally providing case management services for several clients. The work is performed under the general supervision of the Commissioner of Mental Health Services. Direct supervision is exercised over Senior Caseworkers, Caseworkers and Case Aides. Does related work as required.

## **TYPICAL WORK ACTIVITIES:**

- Directs ongoing agency services;
- Responsible for the development and implementation of agency policies and procedures in accordance with Mental Health Department policies;
- Oversees program planning and develops new program initiatives;
- Plans and implements a system for internal program evaluation to determine unmet goals and needs;
- Establishes and maintains procedures for keeping data required by the New York State Department of Mental Health and Tompkins County Mental Health Department and various other agencies;
- Supervises work of all staff, including performance evaluations, assigning caseloads, planning work schedules, hiring new staff and handling disciplinary actions;
- Responsible for providing case management and emergency services directly to clients;
- Develops, implements and maintains in-service staff training;
- Responsible for conducting staff meetings and treatment planning/review meetings;
- Represents the agency with other community organizations.
- Responsible for supervision of intake process and assignment of new cases.

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

- Thorough knowledge of the behavior patterns of emotionally disturbed clients;
- Working knowledge of community resources and how to use them effectively;
- Ability to supervise and to work effectively with associates;
- Ability to exercise sound judgement in appraising situations and making decisions;
- Ability to present ideas effectively to individuals and groups;
- Ability to organize and supervise staff training;
- Physical condition commensurate with the demands of the position.