

## **Director of Services (Promotional) Tompkins County**

**Department:** Department of Social Services  
**Classification:** Competitive  
**Labor Grade:** R (88)  
**Approved:** 0  
**Revised:** 10/07; 11/12; 6/13  
**By:** HH, Commissioner of Personnel

### **QUALIFYING EXPERIENCE FOR TAKING THE PROMOTION EXAMINATION:**

Admission to this examination will be limited to current employees of the Tompkins County Department of Social Services who currently hold and have continuously held for at least 4 years, permanent competitive class status in the title of Case Supervisor.

**NOTE:** All applicants must, at the time of interview, sign a release under Section 424 of the Social Services Law. This release authorizes an inquiry to the New York State Control Register of Child Abuse and Maltreatment.

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

**ADDITIONAL REQUIREMENT:** Candidates must possess a valid New York State driver's license at the time of appointment and maintain such license for the duration of employment.

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

This position involves responsibility for planning and supervising the work of the children's services staff in the Department of Social Services which includes coordinating and supervising the work of several units or sections of the agency. The Director of Services recommends casework and group work policies and procedures for the agency and is responsible for social service standards in accordance with agency policy. The incumbent provides general supervision to Child Protective Services, Foster Care, Adoption, Family Assessment Response, Family Treatment Court, and Youth and Family Services units within the Children's Services Division. The work is performed under the general direction of the State and the Commissioner of Social Services with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Direct supervision is exercised over the work of Case Supervisors Grade A, Grade B, and other subordinate staff. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

Develops and implements State and local plans for determination of community/client needs and delivery of service;  
Supervises social services staff in administering and rendering services, including determining policy and program standards and monitors performance;  
Conducts and monitors personnel recruiting, selection, training and evaluation activities;  
Maintains knowledge of operation of other units and sections of the agency and maintains productive relationships with them;  
Established and maintains productive working relationships with various community agencies, the Family court and client advocates;  
Interprets agency programs to the community through personal presentations and preparation of material such as brochures, slide presentations, videos, etc;  
Guides processes determining client needs and advocating for and analyzing new or revised program as needed;  
Prepares or directs preparation of various plans and reports detailing division operations, community/client needs and plans for new or expanded services or program evaluation;  
Commits agency participation in various social work research projects and prepares special funding request;  
Conducts training sessions;  
Develops and manages contracts.

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

Comprehensive knowledge of modern principles and practices of social casework and group work;  
Comprehensive knowledge of Federal, State and local social service laws and programs;  
Good knowledge of the techniques of case recording and applying modern principles and practices of social casework and group

work to the duties of the position; case recording;  
Ability to plan and direct the work of others;  
Ability to prepare clear and accurate records and reports;  
Ability to establish and maintain good relationships with others;  
Ability to interpret the work of the agency;  
Ability to use complex computer systems;  
Ability to perform close, detail work involving considerable visual effort and strain;  
Good judgment;  
The employee's physical condition shall be commensurate with the demands of the position.

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