



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title:	DIRECTOR OF SERVICES
Jurisdictional Class:	Competitive
Civil Division:	Social Services
Adoption: CSM	6/8/11
Revised: CSM	2/16/22

DISTINGUISHING FEATURES OF THE CLASS:

The Director of Services is responsible for planning, coordinating and supervising work of the Adult and Family Services staff for Cayuga County. This is an administrative position involving the responsibility for successful operation of the delivery of services, recommending casework policies and procedures, and maintaining the standard of performance in delivery of these services. The work is performed under administrative direction of the Commissioner of Social Services or the Deputy Director for Social Services with the leeway for permitting the frequent exercise of independent judgment. The incumbent is responsible for coordinating the functions of all casework, technical and related staff. Supervision is exercised over Supervisor of Protective Services, Supervisor of Family Services and other administrative supervisors. Other duties as assigned.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assists in the formation of casework policies and procedures;
Interprets federal, state, and local programs and advises the Commissioner of Social Services;
Supervises the casework staff in administering and rendering services to promote the welfare of the client;
Conducts individual and group conferences with casework supervisors to discuss updates and revisions to laws and regulations;
Establishes and administers an employee performance program and necessary control records for evaluating staff performance;
May represent the Commissioner of Social Services at conferences, public meetings, etc., as directed;
Manages contracts with budgetary parameters;
Develops procedures to ensure that casework, correspondence, case plans, and reports are in accordance with regulation and Family Court requirements;
Supervises the establishment of eligibility standards and operating procedures for all adults and family services cases;
Conducts interviews with potential employees, making recommendations for hiring and subsequent unit assignments;
Oversees and manages special departmental projects.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Comprehensive knowledge of modern principles and practices of social casework and social services administration and ability to apply these in the performance of duties;
Thorough knowledge of federal, state, and local social services laws and programs;
Good knowledge of techniques of case recording;
Ability to plan, direct, and accept responsibility for the work of others;
Ability to prepare clear and accurate records and reports;
Ability to establish and maintain successful relationships with people;
Ability to interpret the goals of the agency;
Good judgment, emotional maturity, and resourcefulness;
Initiative and tact;
Sensitivity to the reactions of others;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- A) Possession of a Master's Degree from a regionally accredited or New York State registered college or university in social work or a related field AND five (5) years of experience in social casework with a public or private social agency adhering to acceptable standards, including two years in a supervisory capacity; **OR**
- B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in psychology, sociology, social work, counseling or other Human Service related field AND ten (10) years of experience in social casework with a public or private social agency adhering to acceptable standards, including three (3) years in a supervisory capacity.