

Jurisdictional Class: Competitive
Adopted: July 31, 2002
Revised: May 11, 2010

DIRECTOR OF STAFF AND ORGANIZATIONAL DEVELOPMENT

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for administering the entire staff development program at the Department of Social Services including orientations, assessment, technical assistance, and educational programs for all employees. The incumbent is responsible for overseeing the planning, coordination, supervision, and management of the performance and activities of the entire income maintenance functions of the agency. An employee in this class is responsible for conducting process reviews and organizational analysis, including facilitating teams, coaching, and mentoring other staff. Supervision is exercised over the work of subordinates administering staff development and financial services and programs. The work is performed under the administrative direction of the Commissioner of Social Services in accordance with established policies and objectives permitting the frequent exercise of independent judgment. The New York State Department of Family Assistance provides technical consultation and assistance for carrying out the objectives. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists in the formulation of policies and procedures which relate to income maintenance programs administered by the local social services districts;
Conducts studies and gathers input to identify the training and staff development needs of the agency;
Coordinates and assists in the planning and development of training and staff development programs to meet these needs;
Prepares and submits a staff development training plan for the agency;
Manages and arranges all of the various matters relating to training and educational programs, including educational contracts and arrangements for physical facilities and equipment;
Oversees the orientation program for the department;
May conduct portions of formalized training programs;
Maintains a library of reference materials relating to staff development, such as films, audio-visual materials, books, pamphlets, and related material;
Assists in organizational development planning;
Recommends human services policy and procedures;
Conducts process reviews and facilitates teams to analyze organizational effectiveness and implements strategies for improvement;
Coaches and mentors staff;
Supervises staff in administering programs and services to promote client self sufficiency;
Interprets Federal, State, and local policies and programs to subordinate staff;
Discusses difficult cases with staff and provides necessary consultation;
Monitors case and program reports and records to ensure completion and timely processing;
Oversees government funded programs to ensure they operate as planned and are effective;
Establishes necessary control for determining staff performance and evaluates performance of assigned staff;
Maintains necessary records and prepares reports on staff development and financial services activities;
Interprets programs to the community through contacts with citizens and other groups;
Maintains cooperative relationships with service agencies in the community and intra-agency programs.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Comprehensive knowledge of the principles and practices of conducting a staff development program;
Comprehensive knowledge of agency's overall programs, policies, and procedures;
Comprehensive knowledge of federal, state, and local social services laws and programs as they affect eligibility for financial assistance, supportive services, and other resources available;
Thorough knowledge of principles and practices of social casework;
Thorough knowledge of other laws as they affect eligibility, such as Worker's Compensation, Social Security, and Unemployment Insurance;
Thorough knowledge of principles of supervision and management;
Sound knowledge of techniques of case recording;
Ability to plan and develop curricula and lesson plans;
Ability to analyze jobs, functions, and problems;
Ability to assist in implementing training programs;
Ability to write clear and accurate reports and records;
Ability to plan and direct the work of others;
Ability to establish and maintain effective relationships with people;
Good powers of observation and analysis;
Sound judgment.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Social Casework/ Counseling, Psychology, or closely related field; and two (2) years of supervisory experience in social work with a public or private social agency adhering to acceptable standards and two (2) years of experience in the planning, development, and supervision of an in-service training program.