

## **SOCIAL WELFARE MANAGER II**

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

This is a professional supervisory and administrative position assigned to the Department of Community and Family Services. Incumbents in this class plan, coordinate, and supervise the work and have responsibility for the performance of a division of the agency involved in the delivery of a financial service program such as: Temporary Assistance, Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Child Support Enforcement. The work involves setting policy, planning, coordinating and conducting the state mandated charge of the division. The class differs from that of Social Welfare Manager I by virtue of its function as the head of a division of the agency, whereas Social Welfare Manager I supervises a unit within a division of the agency or supervises of a small division of the agency. Work is performed under the general supervision of the Commissioner and Deputy Commissioner with wide leeway allowed in the performance of work assignments, the determination of subordinate work assignments and organizational structure. Supervision is exercised over the work of subordinate employees.

### **TYPICAL WORK ACTIVITIES:**

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Participates in the formulation of local policies and procedures relating to the administration of the various financial service programs provided by the agency;
2. Interprets and communicates Federal and State law, code and policy and programs as they relate to financial service programs;
3. Plans, coordinates, supervises and manages the operation of a moderately-large financial service division of the agency;
4. Establishes necessary controls for determining staff performance and makes necessary performance evaluations;
5. Maintains cooperative relations with other divisions of the agency through administrative channels;
6. Maintains contact with community groups and other agencies to facilitate communications and the delivery of financial services.

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

Thorough knowledge of investigation techniques including interviewing procedures and practices;  
Thorough knowledge of Federal and State law, code and policies concerning the provision of social welfare financial programs;

Thorough knowledge of other laws, codes and programs relating to the provision of human services;

Thorough knowledge of modern principles and practices of supervision;

Ability to set organizational procedure and policy;

Good powers of observation, perception, and analysis;

Ability to communicate effectively, both orally and in writing;

Ability to read, understand and analyze complex written information;

Ability to establish cooperative and effective working relationships with a wide variety of people, including supervisors, subordinates, representatives from other agencies, and clients;

**SOCIAL WELFARE MANAGER II** (Cont'd)

Ability to plan, direct and supervise the work of others;  
Ability to relate to a potentially difficult client population;  
Ability to act independently and with integrity, tact, patience and good judgement;  
Ability to learn and use computer software packages related to work activities;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Promotion

Associate's or higher-level degree and:

- EITHER: (A) Two (2) years of permanent competitive class status as an Assistant Social Welfare Manager II or Supervisor of Special Investigations in the Dutchess County Department of Community and Family Services immediately preceding exam date;
- OR: (B) Three (3) years of permanent competitive class status as a Social Welfare Manager I or Case Supervisor in the Dutchess County Department of Community and Family Services immediately preceding exam date;
- OR: (C) An equivalent combination of the qualifications within the limits of (A) and (B).  
above.

HU5107

ADOPTED: 08/29/72

REVISED: 05/21/80

07/24/84

04/13/88

01/09/90

03/17/17

01/15/20