

SPECIAL ASSISTANT TO THE COMMISSIONER

DISTINGUISHING FEATURES OF THE CLASS:

This is a professional and management position responsible for assisting the Commissioner of Community and Family Services with external service oversight and internal quality assurance procedures to improve service efficiencies and effectiveness. This position will also serve as the Department's representative at fair hearings and must comply with State Mandates when acting in the role of Supplemental Nutrition Assistance Program (SNAP) Human Rights Designee, and Americans with Disabilities Act (ADA)/Limited English Proficiency (LEP) Compliance Coordinator. Work is performed under general supervision of the Commissioner of Community and Family Services with considerable leeway allowed in the exercise of independent judgment. Supervision may be exercised over the work of subordinate employees.

TYPICAL WORK ACTIVITIES:

The following is 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. Performs all duties related to fair hearings: processes fair hearing notices, reads case summaries, notifies all staff by email of hearings, faxes and emails agencies, law firms and appellants of all fair hearing documents and reports, keeps track of fair hearing outcomes and prepares statistical reports, reviews and analyzes statistical reports to gauge agency strengths and weakness, attends training to maintain knowledge of new laws and rules;
2. Responsible for contract monitoring of over 300 contracts, and addresses any breach of contract issues with other county departments and outside contracting agencies;
3. Develops monitoring tools, conducts site visits and provides evaluation summaries and recommendations for the Commissioner regarding contracts;
4. Reviews policies and performs quality assurance analysis for programmatic functions and duties as needed by the Department;
5. Works in collaboration with outside agencies to provide community service outreach, workshops and informational services; creates a transparent appearance with service providers to improve outreach services and relationships;
6. Develops and ensures annual review of the LEP Plan to ensure meaningful language assistance to persons who are of limited English proficiency and as required by New York State Office of Children And Families Services (OCFS) and New York State Office of Temporary and Disability Assistance (NYS OTDA);
7. Acts as the SNAP Civil Rights Compliance Designee mandated by NYS OTDA and responsible for conducting investigations upon OTDA's request.

SPECIAL ASSISTANT TO THE COMMISSIONER (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the principles of public administration; knowledge of contract administration to ensure process meets legal requirements; knowledge of federal, state and local regulations and policies related to fair hearings; knowledge of the principles and practices of compliance, quality improvement, and utilization review; knowledge of the services, policies and procedures of community and family services; knowledge of computer applications (MS Word, Excel and PowerPoint) and of the application of computer analysis and the development of management information systems; ability to conduct organizational and operational evaluations and make recommendations or suggest alternative solutions; ability to develop and maintain effective working relationships with a wide variety of groups and individuals; ability to read and interpret contracts, laws, and legal documents; ability to communicate effectively, both orally and in writing; ability to prepare and present; ability to direct the work of others; personal characteristics necessary to perform the duties of the position; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Master's Degree in business administration, public administration, political science, or a related field and two (2) years of work experience in human services, strategic planning knowledge of contract management, fair hearing process and OTDA's rules/regulations;
- OR: (B) Bachelor's Degree in business administration, public administration, political science, or a related field and four (4) years of work experience in human services, strategic planning knowledge of contract management, fair hearing process and OTDA's rules/regulations;
- OR: (C) An equivalent combination of education, training and experience between the limits of (A) and (B) above.

NOTE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENT

Possession of a valid Driver License to operate a motor vehicle in New York State at time of application and to maintain the position.

ADOPTED: 08/02/21