

## **SOCIAL WELFARE MANAGER I**

### **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 unit under 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 class differs from that of Social Welfare Specialist by virtue of the supervisory responsibility, whereas, Social Welfare Specialist functions with limited supervisory responsibility. The class differs from that of Social Welfare Manager II by virtue of supervision of a unit within a division of the agency or supervision of a small division of the agency, whereas Social Welfare Manager II is the head of a division of the agency. Work is performed under the general supervision of a higher-level employee with considerable leeway allowed in the performance of work assignments. 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. Plans, coordinates, supervises and manages the work performed within assigned area of responsibility;
2. Reviews and approves or returns the work of subordinate staff;
3. Monitors performance of subordinate staff, completes performance evaluations, and institutes performance standards in area of responsibility;
4. Interprets and communicates a variety of Federal and State laws and codes to implement policy and procedure to maintain compliance in the delivery of financial services;
5. Oversees and participates in the training of staff;
6. Prepares a variety of reports in accordance with local, State and Federal requirements;
7. Maintains cooperative working relationships with other units, divisions, and agencies to facilitate the delivery of services;
8. Interviews clients and acts as an informal mediator in disputes between subordinate staff and applicants/clients;
9. May participate in the formulation of policies and procedures to facilitate the delivery of financial service programs;
10. May be required to make court appearances to give testimony.

### **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;

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

Good powers of observation, perception, and analysis;

Ability to communicate effectively, both orally and in writing;

Ability to read, understand and analyze moderately 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 I** (Cont'd)

Good knowledge of modern principles and practices of supervision;  
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:**

Open Competitive

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER: (A) Associate's or higher-level degree and four (4) years of full-time paid work experience in the delivery of financial service programs, investigations or social casework, with a public or private social agency adhering to acceptable standards;
- OR: (B) Six (6) years of experience as described above;
- OR: (C) An equivalent combination of education, training and experience as described in (A) and (B) above.

Promotion

Associate's or higher-level degree and:

- EITHER: (A) Two (2) years of permanent competitive class status as a Social Welfare Specialist, Welfare Management Systems Program Assistant, Resource Consultant, or Case Manager II in the Dutchess County Department of Community and Family Services immediately preceding exam date;
- OR: (B) An equivalent combination of the qualifications within the limits of (A) above.

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