

WELFARE MANAGEMENT SYSTEM COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative position involving responsibility for coordinating and monitoring systems for centralized management of social services program data through the use of electronic data processing and standardized control procedures. An employee in this class will also be required to serve as liaison between the technical and administrative staff of the New York State Department of Social Services and the local agency. The incumbent of this position will be required to supervise the provision of data processing services, and coordinates the technical data processing work performed by Systems Analysts. The work is performed under the general supervision of an administrative employee. Supervision will be exercised over the work of Data Entry Operators and other subordinate personnel.

TYPICAL WORK ACTIVITIES:

1. Coordinates operation and enhancement of the Welfare Management System (WMS), Medicaid Management Information Systems (MMIS), Child Care Review System (CCRS), Social Services Reporting Requirements (SSRR), Comprehensive Income Tracking System (CINTRAK), Transaction Terminal Security System (TTSS) and similar state programs at the Department of Social Services;
2. Serves as local resource person for WMS MMIS, CCRS, SSRR, CINTRAK and TTSS, and provides liaison with state staff;
3. Evaluates system utilization and performance;
4. Resolves problems encountered with systems and systems operation;
5. Insures that all systems equipment is functioning properly;
6. Establishes guidelines for user access to WMS, MMIS, CCRS, SSRR, CINTRAK and TTSS systems and data;
7. Designs and supervises the operation of procedures to provide appropriate data for system use;
8. Determines staff training needs required for proper operation of systems;
9. Supervises systems and data entry staff and checks reporting procedures for reimbursement claims;
10. Prepares annual budget for WMS, MMIS, CCRS, SSRR, CINTRAK and TTSS programs;
11. Prepares a variety of reports and evaluations;
12. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the operation, application and interaction of the Welfare Management System (WMS), Medical Management Information System (MMIS), Child Care Review Services (CCRS), Social Services Reporting Requirements (SSRR), Comprehensive Income Tracking System (CINTRAK) and the Transaction Terminal Security System (TTSS) programs of the New York State Department of Social Services; good knowledge of the potential uses and general limitations of electronic data processing systems; ability to plan and supervise the work of others; ability to interpret laws, rules, regulations and policies; ability to prepare written reports; ability to understand and carry out complex oral and written instructions; initiative; resourcefulness; physical condition commensurate with the demands of the position.

WELFARE MANAGEMENT SYSTEM COORDINATOR (Cont'd)

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and two (2) years of full-time paid work experience in a social welfare agency which involved the extensive use of automated data processing systems in the provision of financial social welfare agency which involved the extensive use of automated data processing systems in the provision of financial social welfare programs or investigating, or substantially similar work;
- OR: (B) Completion of two (2) years of full-time education at a regionally accredited or New York State registered community or junior college, four year college or university and four (4) years of the work experience described in (A) above;
- OR: (C) Graduation from high school or possession of an equivalency diploma and six (6) years of the work experience described in (A) above.

Promotion Qualifications:

One (1) year of permanent competitive class status in the Dutchess County Department of Social Services as a Welfare Management System Programs Assistant or two (2) years of permanent competitive class status as a Social Welfare Manager I.

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ADOPTED: 07/24/78

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