

## **ASSISTANT 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 have responsibility for assisting a Social Welfare Manager II in the delivery of essential and appropriate services within a division of the agency such as: Temporary Assistance, Medicaid, and Supplemental Nutrition Assistance Program (SNAP). This position will be responsible for supervising subordinate staff, overseeing the daily operations of the division, planning related to departmental and interdepartmental programs, serving as a liaison to community agencies, quality control of services and acting as a technical resource in program regulations. 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. Supervises subordinate staff in the division; assigns and reviews work and evaluates performance; ensures work adheres to established departmental standards;
2. Interprets Federal, State rules and regulations and local policies and procedures for departmental implementation and application;
3. Assists the Social Welfare Manager II in formulating division policies and procedures which adhere to departmental standards and all applicable rules and regulations;
4. Trains staff in changes in regulations and policies;
5. Reviews case decisions and records for quality control purposes to ensure cases were handled in accordance with policy; meets with subordinate staff to discuss results of quality control reviews; initiates corrective action when necessary such as additional training for subordinate staff, case review, etc.;
6. Represents the division and the department in the community; attends and may chair a variety of meetings; provides information sessions on programs and services;
7. Serves as liaison to governmental and community agencies to coordinate service provision; identifies the need for services and work to develop programs to address those needs;
8. Investigates and acts on complaints from the public and other agencies regarding services of division and personnel issues in the division.

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

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;  
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;

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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:**

Promotion

Associate's or higher-level degree and:

- EITHER: (A) Two (2) 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: (B) Three (3) years of permanent competitive class status as a Social Welfare Specialist, Welfare Management Systems Program Assistant, or Case Manager II 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.

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