

DEPUTY DIRECTOR OF HUMAN SERVICES

Code No: 3-18-336
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position responsible for assisting in developing, coordinating, implementing and supervising a human services program in a town or other local government. Programs include crisis intervention, outreach, counseling, and recreational programs. The employee reports directly to, and works under the general supervision of the Director of Human Services or other higher level staff member. Supervision is exercised over a professional and subordinate staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Conducts intake on clients by receiving and assessing needs and referring to appropriate counseling staff or community agency;

Assigns caseloads and monitors staff performance;

Assists with crisis interventions;

Monitors progress and maintenance of aggregate caseload assigned to counselors, including ensuring proper referrals are made and documented paperwork is completed;

Coordinates department services with community agencies;

Assesses crisis situations and assigns appropriate counselors;

Plans and supervises the Special Education Program;

Assists the Director of Human Services in long range planning and programming for the department;

Assists the Director of Human Services in the development and monitoring of the department budget;

Works in collaboration with the Monroe County Probation Office, youth divisions of police departments, victims' assistance staff, and other outside community agencies.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and techniques of effective program development; good knowledge of the scope and nature of youth, adult and senior recreation programs; good knowledge of the proper principles of effective counseling; good knowledge of local community service agencies and their functions; working knowledge of budget preparation and maintenance; ability to coordinate services at staff level and within the community; ability to establish needs, goals and objectives for various human services programs within a geographical location; ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships; supervisory ability; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's degree in Social Work, Human Services, Counseling, Sociology, Psychology, or a human services field* plus four (4) years paid full-time or its part-time professional** experience in counseling or case management; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in one of the fields mentioned in (A) above plus five (5) years paid full-time or its part-time equivalent experience as described in (A) above; OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree, plus six (6) years paid full-time or its part-time equivalent experience as described by (A) above; OR,
- (D) An equivalent combination of education and experience as defined by the limits of (A), (B), and (C) above.

*A human services field, for the purposes of these minimum qualifications, is defined as one that provides basic needs and services for those in crisis such as living in an abusive household, or for those who are dealing with chronic problems in their life such as issues dealing with mental health and substance abuse. Acceptable degrees include, but are not limited to, Art or Music Therapy, Vocational or Rehabilitation Counseling, School Counseling, Special Education, Family or Human Development, and Gerontology.

**professional experience, for the purposes of these minimum qualifications, does NOT include clerical, secretarial, or similar work experience.

SPECIAL REQUIREMENT: If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

ADOPTED: December 8, 1994

REVISED: September 4, 2014