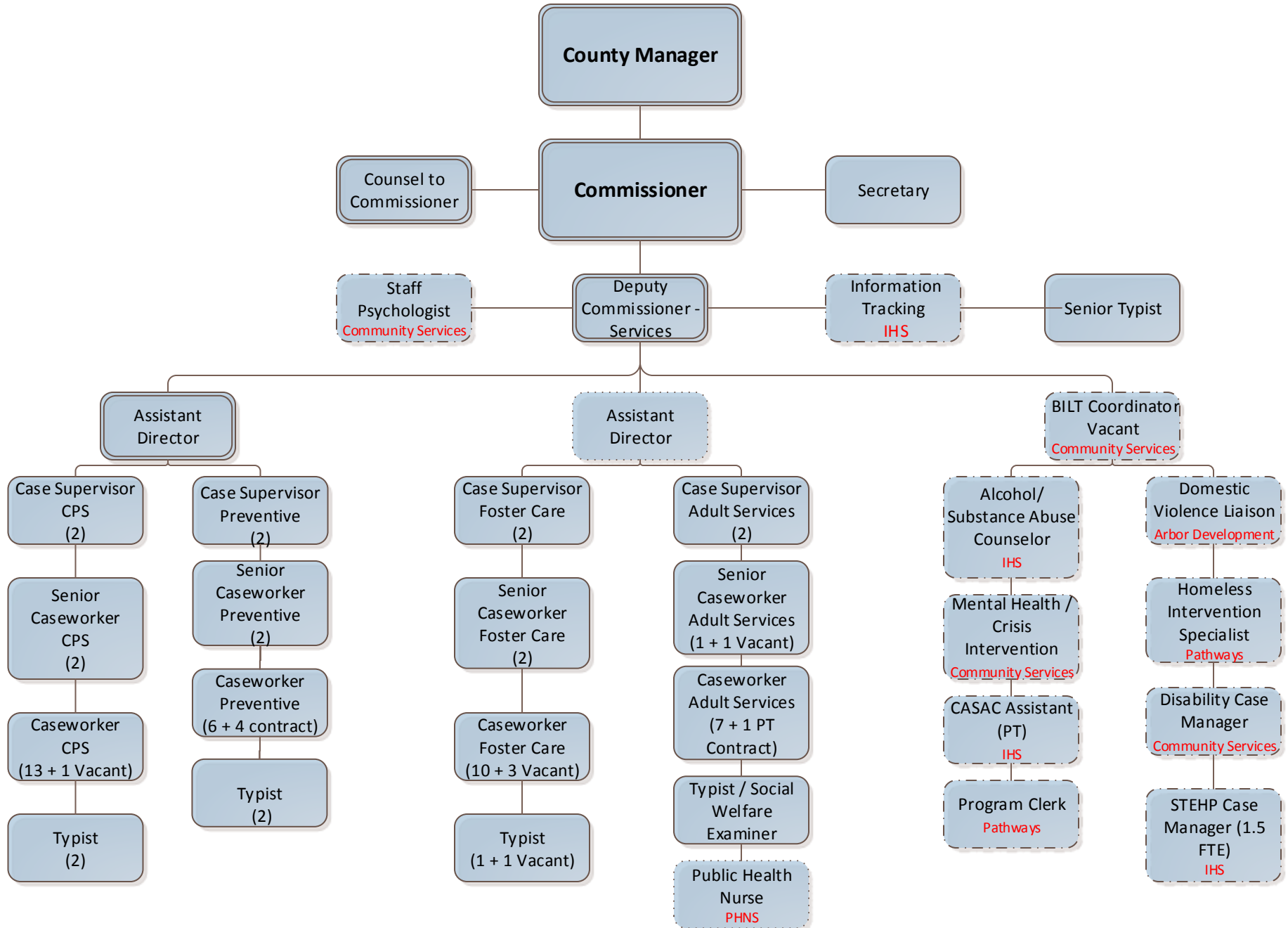


# Social Services – Services Division



## Social Services – Services Division – Program Descriptions

### Child Protective

Investigate reports of alleged abuse/neglect received from NY State Central Registry. 24 hour safety response required. Ongoing investigations occur for 60 days. Investigations with a finding are referred for follow up services through Foster Care and/or Preventive.

### Foster Care

Ongoing Casework services are provided to children, families, and relatives for children placed in the custody of the Commissioner or with a relative. Practices include but are not limited to family preservation and family engagement.

### Adult Protective

Investigate reports of alleged abuse/neglect and/or financial exploitation from the NYS Justice Center, Community, Family, Agency, Financial Institution referrals. 24-72 Hour safety response conducted, based on immediacy of need identified. Ongoing investigation and/or casework services continue as required. The unit also provides Rep Payee services including financial management and Home Care Service Coordination.

### Preventive

Ongoing Casework Services for children and families have who an identified abuse/neglect finding that has not risen to the level of removal. Most cases come with a court order for supervision and intervention. Casework preventive services are provided to assist families in sustaining the family unit. PINS (Person in Need of Supervision) prevention services; In Home Supervision Services coordinated with the Steuben County Probation Department.

## Social Services – Services Division – Key Duties of Staff

### Commissioner of Social Services

- Is responsible for all phases of the public social services program, including planning, organizing, directing and coordinating the work of the various units of administration for efficient and effective operation;
- Has charge of financial planning, including preparation of budgets, maintenance of fiscal controls and submission of required reports to the local legislative body and State Department of Social Services;
- Determines personnel requirements, and is responsible for the appointment of staff in compliance with state law and local civil service rules;
- Oversees the organization and administration of a comprehensive and effective staff development program, including in-service training and appropriate use of other educational resources as well as the State's educational leave program;
- Cooperates with representatives of the NYS OCFS, OTDA, DOH, DOL, and Office of Information Technology Services in the operation and development of the local social services district program, and directs the preparation and submission of required reports to the State department;
- Is responsible for the public relations of the social services district, and for the interpretation of the public social services program to the community;
- Cooperates with other agencies, public and private, officials and citizens in planning for community service;
- Has responsibility for the maintenance and operation of a home or homes for the aging, children's shelters, infirmaries and other institutions as directed by the needs of the social services district.

### Secretary

- Relieves a superior official of office details through administration of day-to-day office operations;
- Makes appointments for official and maintains his/her calendar and/or schedule book;
- Receives calls and callers, ascertains their business, and either waits on them himself/herself or refers them to official for assistance and answers in matters outside the Secretary's realm of expertise;
- Answers requests for information both verbally and in writing;
- Prepares a variety of reports on office activities for the Official, some of which being of a confidential and sensitive nature;
- Takes and transcribes minutes of meetings and conferences, some of which are high-level and of a sensitive and/or confidential nature;
- Prepares correspondence independently or from only brief general instructions;
- Oversees and performs all aspects of processing of a wide variety of forms and documents;
- Performs a variety of research tasks for the official and prepares reports on findings;
- Maintains personnel records.

### Counsel to the Commissioner

- Represents the Commissioner of Social Services at legal proceedings, conferences, public meetings, etc. as directed;
- Provides legal counsel to the Commissioner of Social Services and to the legal unit of Social Services;
- Advises and supervises the activities of Social Services legal unit;
- Formulates policies and procedures relating to the legal unit;
- Conducts individual and group conferences with case work supervisors and attorneys;
- Recommends staffing and funding requirements in connection with budget planning;
- Plans and supervises staff development programs for the legal unit;
- Maintains cooperative relationships with other community service agencies;
- Prepares cases involving violations of Social Services laws and appears in court to prosecute cases;
- Initiates suits against fraudulent recipients of welfare assistance;
- Investigates and advises Social Services personnel on the legal aspects of adoption matters, child support, delinquency, neglect, and other child welfare matters.

### Deputy Commissioner – Services Division

- Supervises the Services Division of the Department of Social Services'
- Interviews and selects all program services personnel with input from other administrative officers and unit supervisors;
- Plans assignment of program services personnel and resources to meet current and future needs of the Department;
- Conducts studies as mandated by the NYS OCFS regarding the implementation of social services programs;
- Assists with establishing of necessary control records for evaluating performance of program services staff;
- Coordinates the social services functions of the Department by indirectly supervising casework staffs and answering policy questions in the absence of the Commissioner;
- At the request of the Commissioner, signs reports, claims and other administrative documents;
- Assists the Commissioner and, as necessary, acts for and in place of the Commissioner in the supervision, coordination, and oversight of the fiscal and operational activities of the Department;
- Assists the Commissioner with the development of personnel policies and procedures for the Department and oversees their consistent application.

### Information Tracking (Contract - IHS)

- Responsible for the performance of difficult and highly responsible clerical and account-clerk clerical duties which require extensive knowledge of specific department functions, applicable laws, rules, policies, and procedures;
- Compiles data;
- Reads/distributes incoming services mail, responds as required and routes balance to appropriate staff;

- Supervises the collecting and compilation of data and statistics for various state, federal, county, and other funding source reports;
- As assigned, assists in designing monitoring tools and performs fiscal monitoring of the operations of subcontractors of the agency's foster care parents and foster care institutions;
- Develops reports for services unites;
- Processes accounts payable for all Services Divisions cases;
- Tracks and inputs data for referrals to outside providers, court orders, and other metrics.

#### Staff Psychologist (Contract - Office of Community Services)

- Performs psychological evaluation for diagnostic purposes using appropriate testing devices;
- Participates in behavior modifications and shaping rehabilitation and counseling;
- Assists in the intake, screening and diagnostic activities;
- Participates in staff conferences for diagnosis and recommendation of treatment for adults, children, and families receiving services from DSS;
- Writes reports, case studies and maintains records;
- Consultation to stimulate interest in the prevention and detection of mental illness including collaboration with other social services, home visiting, family programs, aftercare and referral systems in participation with other professionals and non-professionals;
- Provides consultation to Child Abuse Review Team (CART), Permanency Review Committee, and others as needed;
- Provides staff training;
- Provides consultation and evaluation to the non-secure detention facility;
- Oversee nine DSRIP projects across four departments, including coordination and management of quarterly reporting per contract specifications, including but not limited to data collection, survey completion, internal policy and procedure development, and staff training.

#### Senior Typist

- Operates keyboarding, data entry, calculating, and other office machines;
- Maintains accounts and processes payments;
- Answers telephone and gives out routine information;
- Conducts routine correspondence on matters where policies and procedures are well defined;
- Oversees and participates in the preparation, review, proofing, processing, indexing, sorting, recording, and filing of a variety of records, reports, and accounts;

#### Assistant Director (Vacant)

- Develops and implements State and local plans for determination of community/client needs and delivery of services;
- Supervises social services staff in administering and rendering services, including recommending policy and program standards and monitoring performance;
- Conducts and monitors personnel recruiting, selection, training, and evaluation activities;
- Maintains knowledge of the operation of other units and sections of the agency and maintains productive relationships;
- Establishes and maintains productive working relationships with various community agencies, the Family Court, and client advocates;
- Interprets agency programs to the community through personal presentations and preparation of material such as brochures, slide presentations, videos, etc.;
- Participates in various social work research projects;
- Directs the preparation of reports;
- Conducts interviews with potential employees, makes recommendations for hiring, staffing, and subsequent unit assignments.

#### BILT Coordinator (Vacant)

- Responsible for planning, developing, and overseeing current program areas and the implementation of new programs designed to assist public assistance applicants and recipients in becoming self-sufficient;
- Provide direct supervision to the BILT Team members and oversee staff members to insure appropriate services are provided;
- Conduct weekly staff meetings to disperse program/community information to the team members, provide training in program areas, and review cases;
- Complete performance evaluations, oversee professional development, interview and select new employees as necessary, and perform a variety of administrative duties such as monitoring time sheets and approving leave requests;
- Maintain information on community resources, develop working relationships and coordinate program activities with interrelated agencies/organizations;
- Obtain and compile monthly and quarterly statistics for each program area of the BILT Team;
- Complete mental health screenings for public assistance applicants or recipients and refer for treatment as necessary;
- Refer clients to various community agencies.

#### Case Supervisor (2 – CPS; 2 – Foster Care; 2 – Preventive; 2 – Adult Services)

- Assists in the formulation of case work or group work policies and procedures;
- Interprets Federal, State and local policies and programs to Caseworkers under their supervision;

- Supervises case work staff in administering the Social Services program and in rendering social services to promote the welfare of the client;
- Discusses difficult cases with Caseworkers and provides necessary consultation;
- Recommends Social Services policy and procedures;
- Maintains cooperative relationships with the family courts and other welfare agencies in the community;
- Establishes necessary control for determining staff performance and evaluates performance of assigned staff;
- Maintains necessary records and prepares reports on social work activities;
- Supervises Caseworker staff and clerical staff.

Senior Caseworker (2 – CPS; 2 – Foster Care; 2– Preventive; 2 - Adult Services)

- Interviews applicants and persons referring cases of children needing care, supervision, or services;
- Recommends services necessary to carry out plans to meet the needs of individuals or families;
- Makes visits to applicants to ascertain the need for services;
- Develops involved or complex social histories and a plan of treatment which, with supervisory approval, is the basis for delivery of the services;
- Aids individual Caseworkers in formulating service and work organization plans;
- In each case, in cooperation with the individual or family plans the use to be made of available resources;
- Studies the background and need for care of children referred, securing information from the child himself, the family, relatives, schools, churches, family courts and other agencies;
- Makes necessary collateral contacts with employers, relatives, friends, physicians, hospitals, and other agencies;
- When foster care is necessary, determines whether the child's needs can best be met in an institution or foster family home;
- Finds family homes interested in caring for adults;
- Studies and evaluates family homes desiring to care for adults;
- Arranges for medical care of children in foster homes, takes children to doctors, dentists, and clinics if foster parents are unable to do so;
- Plans with parents and relatives for the care of children and re-establishment of the home;
- Makes referrals to other agencies when indicated;
- Supervision of Casework staff.

Caseworker (13 + 1 Vacant – CPS; 10 + 3 Vacant – Foster Care; 6 + 4 Contracted – Preventive; 7 + 1 PT Contracted – Adult Services)

- Formulates and carries out plans to meet the needs of the individual or family;
- Provides counseling to motivate the individual or family to increase their own capacity and confidence in their ability to handle problems;

- Studies the background and need for care of children referred, securing information from the child himself, the family, relatives, schools, churches, family courts, and other agencies;
- When foster care is necessary determines whether the child's needs can best be met in an institution or a foster family home;
- Plans with parents and relatives for the care of children and reestablishment of the home;
- Establishes a relationship with individuals and families to persuade them to avail themselves of recommended social services;
- Identifies the need for services through in-depth discussions with clients;
- Maintains liaison with various individual agencies to which individuals and families can be referred for services;
- Works closely with other staff personnel such as homemakers in carrying out the plan for services;
- Reviews existing case records for available information for use in formulating a plan of treatment;
- Periodically reviews cases to determine changes in the individual's or families situations affecting need for service;
- Identifies and conducts ongoing certification of family homes engaging in foster care services.

Typist (2 – CPS; 1 + 1 Vacant – Foster Care; 2 – Preventive)

- Performs keyboarding, sorts, indexes, and files mail, requisitions, ledger cards, and other material;
- Pulls material from files, makes simple file searches, and maintains charge-out records;
- Performs keyboarding for records, reports, payroll data, and communications and checks for clerical accuracy, completeness, and proper extension;
- Types materials from copy, rough draft, dictating machine tapes, and other detailed instruction;
- Answers telephone and gives out routine information;
- Greets visitors to the department/unit, ascertains their business, and either provides information or refers to more appropriate personnel;
- Operates a variety of office machines including photocopiers, calculators, computers, typewriters, and fax machines;
- Oversight of IVE funding requirements/documentation;
- Oversight of foster care state/federal eligibility funding streams.

Public Health Nursing Services (Contract)

- Completes nursing assessments for various home care programs operated within the APS units;
- Coordination of service needs with Casework Staff;
- Assists with planning for Adults requiring additional community supports and/or long term care services.

Alcohol/Substance Abuse Counselor (Contract – Office of Community Services)

- Performs assessments/evaluations for Social Service Recipients;
- Refers/coordinates ongoing services (inpatient/outpatient) as required for Social Services Recipients;

- Tracks level of treatment and compliance as required by Temporary Assistance Regulations.

Mental Health/Crisis Intervention (Contract – Office of Community Services)

- Performs Mental Health assessments/evaluations for Social Services recipients;
- Referrals and coordination ongoing treatment services as required;
- Coordinates with agency staff for housing services;
- Performs risk assessment and crisis intervention services;
- Assesses clients ability to manage requirements for Temporary Assistance mandates;
- Participates in SPOE (Single Point of Entry) for Adult Services.

CASAC Assistant (Contract – 1 PT – Institute for Human Services)

- Completes Alcohol/Substance Abuse Screening and Referral Assessment for every individual applying for Temporary Assistance;
- Refers to CASAC as required;
- Completes Urine Screen Testing;
- Coordinates services for inmates and jail services as required.

Domestic Violence Liaison (Contract – Arbor Development)

- Conducts assessments for DV needs required for Temporary Assistance recipients;
- Develops safety plans with recipients as required;
- Referral and linkage to community support services;
- Court accompaniment;
- Assists in completing Orders of Protection where required.

Homeless Intervention Specialist (Contract - Pathways)

- Assessment of Individual/family circumstances for housing needs;
- Identify barriers which led to emergency housing needs;
- Assist families to establish permanent housing;
- Develop plan for housing retention;
- Referral to community support services;
- Establish housing resources;
- Maintain partnerships with housing providers.

Disability Case Manager (Contract – Office of Community Services)

- Assists with Social Security Disability Applications;
- Case Management Services provided to assist the Disabled population;
- Coordinate medical documentation;
- Referral to community support agencies;
- Assist in fair hearing process for Social Security appeals.

STEHP (Solutions to End Homelessness Program) Case Manager (Contract – 1.5 FTE – Office of Community Services)

- Determine eligibility for grant funded housing program;
- Coordinate inspections for program's housing code compliance;
- Coordinate legal assistance with improper evictions and/or code compliance disputes;
- Provides case management services to STEHP clients including home visits and group classes, negotiations with landlords and advocacy for other client needs;
- Complete case files and monitor case notes in HMIS Tracking System as required by HUD/OTDA;
- Creates and provides monthly reporting statistics for claiming.

Program Clerk

- Completes case entry in HMIS for all STEHP applicants;
- Coordinates all training for department;
- Perform clerical and administrative reporting duties to support the BILT Coordinator, Staff Psychologist, and all BILT Team personnel;
- Prepares Monthly and Quarterly Stats for reporting to Accounting Supervisor and Deputy Commissioner of Services;
- Tracks STEHP applicants served through LAWNY.