

## **HUMAN SERVICES PROGRAM COORDINATOR III**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves the overall leadership and coordination of a variety of programs that typically serves clients with similar needs. The incumbent serves as the program's expert and ensures legal adherence to all local, state, and federal regulations. Work is performed under the general supervision of the Deputy Commissioner of Social Services with wide leeway allowed for the use of independent judgment in carrying out the duties and responsibilities of the position. Supervision is exercised over the work of subordinate staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Supervises a variety of programs, evaluates their effectiveness, develops and implements policies, practices, and procedures designed to meet program goals;  
Performs internal quality assurance activities to ensure program outcomes are being met to achieve and sustain improvements in programs and services  
Reviews records and conducts service audits, compiles results and presents findings to demonstrate trends and area needing further improvement;  
Analyses cases, compiles individual and team data, develops and analyses agency wide reports;  
Plans and oversees the work of subordinate staff;  
Provides staff assistance and consultation in a variety of programs;  
Has supervision over the monitoring of outside vendors and other parties responsible for administrative services;  
Identifies and designs data collection and using analytical techniques to prepare a variety of reports;  
Conducts training and uses assurance analysis and case reviews to ensure compliance with federal, state, and departmental policies;  
Discusses workflow and policy and procedure changes with staff;  
Provides input on the formulation of program budget;  
Supervises the administration of fiscal aspects of the program area (e.g. grants, federal allocations, etc.) to ensure the funding stream remains viable;  
Supervises and coordinates all activities related to the service provided, including required recording, reporting, referral and follow-up;

## **HUMAN SERVICES PROGRAM COORDINATOR III-cont'd**

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

Thorough knowledge of community agencies, facilities and services which can be used to aid program participants;

Thorough knowledge of rules, regulations, policies, and procedures, of the program;

Thorough knowledge of federal and state laws concerning the programs offered;

Thorough knowledge of modern public social work and management theory, of approved practices, and the problems encountered in implementing and making effective use of them;

Thorough knowledge of principles and practices of community organizing and social policy planning, as well as the problems encountered in the field and the alternatives available to overcome them;

Thorough knowledge of problems likely to be encountered in developing and carrying out an integrated human service program;

Ability to plan and supervise the work of others;

Ability to plan and coordinate activities to improve and integrate services;

Ability to evaluate and prepare reports with recommendations concerning human service programs, delivery of service, and the impact on participants;

Ability to analyze and interpret laws, rules, regulations, and procedures and apply them to specific situations;

Ability to establish and maintain cooperative working relationships with citizens, public officials, and associates;

Ability to negotiate and monitor program compliance;

Ability to empathize with the characteristics, needs and problems of the clients of the program;

Ability to read, write, speak, understand, and communicate sufficiently to perform the duties of this position;

Ability to prepare records and reports, compile statistics, and analyze data;

Ability to analyze and evaluate pertinent data, identify problem areas, and provide suitable solutions;

Ability to organize assigned work and develop effective work methods;

Ability to communicate effectively both orally and in writing and prepare accurate and informative reports and correspondence;

Ability to establish and maintain essential records and files.

## **HUMAN SERVICES PROGRAM COORDINATOR III-cont'd**

### **MINIMUM QUALIFICATIONS:**

A) Possession of a Master's Degree and four years of human service experience in a public or private human service or health care agency, one of which must have been in an administrative, supervisory, or program planning/analyzing capacity; OR

B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and six years human service experience in a public or private human service or health care agency, one of which must have been in an administrative, supervisory, or program planning/analyzing capacity; OR

C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

**NOTE:** Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.