

WELFARE MANAGEMENT SYSTEMS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: These duties involve responsibility for coordinating the work of the local Social Services Department in implementing a system for centralized management of social services program data through the use of electronic data processing and standardized control procedures. The Coordinator acts as a liaison between state social services staff and the local agency. The work is performed under the general direction of the Commissioner of Social Services with considerable latitude given for the exercise of independent judgment in carrying out assigned duties. Supervision is exercised over the work of Data Entry Machine Operators and other subordinates assigned to the WMS Staff.

TYPICAL WORK ACTIVITIES:

- Serves as local resource person for social services systems implementation and provides liaison services with the state installation team;
- Assists state staff in developing methods and procedures to adapt the system to local and state needs;
- Assists in historical file building;
- Assists in designing and supervising the operational procedures to provide appropriate data for program use;
- Assists in designing and redesigning forms to provide appropriate data for program use;
- Interprets state regulations and procedures to subordinates and ensures compliance;
- Sets guidelines and provides instructions on access and use of system capabilities;
- Assists in planning and providing system training for local staff;
- Reports regularly on current status, problems and potential of programs to the Commissioner;
- Directs studies of systems impact on agency operations and staff;
- Provides direct supervision of staff and monitors reporting procedures for reimbursement claims;
- Resolves technical problems caused by the introduction and enhancement of social services systems;
- Supervises and/or acts as resource for development of local systems and coordinates locally developed systems with state systems;
- Participates in the evaluation and selection of local systems resources;
- Administers or provides for the administration of local and state systems hardware, data and resources;
- Performs related duties as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Federal, State and local Social Service programs and laws as they affect eligibility for assistance; good knowledge of policies and practices governing social service operations; good knowledge of the principles and practices of administration as they apply to social service systems; ability to plan and supervise the work of others; ability to describe departmental needs and capabilities to State systems analysts; ability to assist operational staff in detecting and resolving problems in system operation; ability to prepare written summaries and reports; physical condition commensurate with the demands of the position; ability to establish and maintain cooperative working relationships with others; good judgment; emotional maturity; resourcefulness; initiative and tact.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma **AND - EITHER:**

- (A) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree which includes at least 12 credit hours in computer science or electronic data processing and one year of full-time, paid experience in a social welfare agency in a position involving the planning, directing or coordinating of a program or programs;
- OR** (B) Possession of an associate degree from a regionally accredited or New York State registered college which includes at least 12 credit hours in computer science or electronic data processing and three years of full-time, paid experience as described above;
- OR** (C) Five years of satisfactory experience in a social welfare agency which shall have provided an overall knowledge of programs administered by the agency and the work flow involved, at least two years of which shall have been in a supervisory capacity involving planning and coordinating the installation of data processing equipment.

Competitive Class

REVISED 10/15/97 Personnel Officer