

COORDINATOR OF ADULT SERVICES**

DISTINGUISHING FEATURES OF THE CLASS: This is professional and administrative social work involving responsibility for developing, implementing and overseeing policies and procedures related to the provision of services to a diverse population of adults (e.g. Adult Protective Services, Adult Services, etc.) and their families. The work is performed under the general direction of a Deputy Commissioner of Social Services and in accordance with Federal, State and local laws, regulations and directives. Does related work as required.

TYPICAL WORK ACTIVITIES:

Develops, implements and oversees policies and procedures for the provision of social services to adults, and their families;

Conducts assessments of community needs related to the safety and well-being of adults, and develops and implements support services to fill unaddressed needs, including the coordination of services among various community-based organizations;

Assists with grant writing and other funding proposals related to programs for adults by gathering necessary data and documentation, providing information, preparing reports, etc. and making recommendations;

Reviews services cases to assure compliance with Adult Protective Services regulations;

Develops and monitors funded programs;

Conducts annual reviews of contracts with outside agencies, including analysis of performance target outcomes, and makes recommendations for contract revisions, as appropriate;

Researches alternative funding sources;

Gathers and organizes data regarding contracts with local organizations and performs ongoing comprehensive analyses of contracted services to ensure program effectiveness and may make recommendations for program improvements;

Conducts quality assurance surveys relative to services provided (e.g. long-term care, medical waiver);

Prepares a variety of required reports;

Analyzes program operations, including management systems and procedures to assess the cost effectiveness of programs and services.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of social casework, especially as it relates to the provision of services to adults; thorough knowledge of federal, state and local public welfare laws, regulations and directives; good knowledge of the principles and practices of social services administration; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with others; ability to develop and implement social service programs; ability to understand and interpret written material; ability to prepare reports.

MINIMUM QUALIFICATIONS:

1. A Master's degree in Social Work, Psychology, Human Services, Nursing, or comparable curriculum, and two (2) years of post-degree administrative, managerial or supervisory* experience in a public or private social welfare setting, one (1) year of which involved coordinating or directing a program providing services to adults and/or families, or
2. A Bachelor's degree in Social Work, Psychology, Human Services, Nursing or comparable curriculum, and four (4) years of post-degree administrative, managerial or supervisory* experience in a public or private social welfare setting, at least two (2) years of which involved coordinating or directing a program providing services to adults and/or families.

*Supervisory experience shall include supervision provided to professional-level employees substantially involved in the provision of social casework services and/or the evaluation of such services.

**This reflects a retitling of Coordinator of Services, Adults and Seniors.