

Jurisdictional Class: Competitive
EEO Category: Officials & Administrators
Adopted: 05/14/2025

DIRECTOR OF PROGRAM OPERATIONS

DISTINGUISHING FEATURES OF THE CLASS: This position involves the administrative responsibility for planning, coordinating, and managing the delivery of both directly provided and contracted services administered by a department or agency. The Director serves as a liaison between all divisions and administration to integrate programs and delivery systems that are interconnected and share clientele and/or service delivery functions. In addition, this position manages new initiatives needed or desired to meet community demands in accordance with County or agency directives, predominant community needs, new legislation or regulations impacting practices, identified areas of necessary correction related to the department's or agency's mission or responsibilities, or other similar circumstance. The Director seeks funding opportunities and plans, coordinates, and implements initiatives and programs to initiate, expand, or enhance services. This position oversees and coordinates the work of staff in various program areas, establishes policies and procedures in accordance with state requirements, ensures necessary staff training, and maintains cooperative relationships with other public and private community agencies. The work is performed under the general supervision of the Department Head, with wide leeway allowed for the use of independent judgement in carrying out work activities. Supervision is exercised over the work of supervisory, professional, and clerical staff involved in program administration and/or services. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Oversees and coordinates the work across various programs, units, and divisions;
Interprets and communicates State and Federal directives and requirements and ensures compliance through the development of appropriate agency policies and procedures;
Conducts individual and group conferences with director level staff of various divisions and their staff to discuss implementation of cross systems initiatives, agency policies, procedures, organizational patterns, delivery of services, specific programmatic service needs etc.;
Evaluates agency procedures and practices in area of responsibility and implements changes to improve the effectiveness and timeliness of services to public;
Establishes necessary controls and systems to assure projects, correspondence, reports, and regulatory timelines and outcomes are completed and current;
Recommends staffing and program needs in conjunction with budgetary plans;
Establishes and maintains cooperative working relationships with other divisions, departments, community human service, and/or health agencies;
Represents the department/agency at conferences, public meetings, and committees and interprets agency programs and policies to the community;
Maintains cooperative relationships with external community-based agencies;
Recommends agency practices, policies, and procedures;
Recommends staff training needs of personnel assigned to various divisions;
Defines and interprets Federal, State, and local programs and regulations in relation to project management and implementation;
Supervises the implementation of service contracts with public and private agencies;

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Coordinates and compiles various program and service plans and funding applications which identifies and articulates services goals and objectives;
Conducts and oversees program monitoring and quality assurance activities to ensure program and service integrity;
Represents the Department Head at meetings and briefings;
Prepares a variety of records and reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of modern principles and practices of management and program administration; Comprehensive knowledge of Federal, State, and local laws, regulations, and programs governing program activities; Thorough knowledge of community public and private agencies available for use in coordinating services to clients; Ability to plan, direct, and supervise the work of others; Ability to analyze and suggest solutions to problems in client services, supervision, and administration; Ability to interpret State and Federal directives and develop implementation policies and procedures; Ability to plan, organize and direct a varied program of social services that impact families, adults and children; Ability to recognize the impact of programs upon budget and work within budgetary limitations; Ability to communicate effectively both orally and in writing; Ability to establish and maintain successful relationships with agency staff and other community agencies; Ability to prepare complex narrative reports; Good powers of observation and analysis.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Master's Degree **AND** two (2) years of supervisory experience in a human services administration with a public or private agency; **OR**
- (B) Possession of Bachelor's Degree **AND** four (4) years of experience in human services administration in a public or private agency, two (2) years of which must have been in a supervisory capacity; **OR**
- (C) Possession of Associate's Degree **AND** six (6) years of experience in human services administration in public or private agency, two (2) years of which must have been in a supervisory capacity.

SPECIAL REQUIREMENTS:

- 1. Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.
- 2. Statewide Central Register (SCR), per Section 424-a of the Social Services Law, and Staff Exclusion List (SEL), per Section 495 of the Social Services Law, background checks are required prior to appointment.

NOTE: Degree(s) must have been awarded by a college or university accredited 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 the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.

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