

Jurisdictional Class: Competitive
EEO Category: Professionals
Revised: 01/17/2020
Approved by OTDA: 11/21/2005

WELFARE MANAGEMENT SYSTEMS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this position coordinates the operation of a system for management of Social Services Program Data. This is an administrative and managerial position which requires analysis and interpretation of reports and information from the New York State Office of Children and Family Services (NYSOCFS), Services Information System and dissemination of such information to appropriate local services staff; management of and monitoring of the submission of social service program data as required into the Welfare Management System (WMS) and several sub-systems to insure compliance with social service regulations and the Child Welfare Reform Act. The coordinator also serves as the liaison between the NYSOCFS, Services Information System technical and administrative staff and the local service staff. The work is performed under the general direction of the _Director of Services or his/her designee. Supervision of staff includes clerical, professional, or technical personnel. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Supervises and coordinates the submission of required social services program data into NYSOCFS – WMS and its sub-system, Child Care Services Review (CCRS), to insure compliance;

Serves as local services resource person for WMS, CCRS, and CONNECTIONS operations and acts as a liaison with State Department Services Staff;

Designs and coordinates the operation of procedures to provide required and appropriate services data for WMS and CCRS use;

Provides instruction and technical assistance on access and use of system capability;

Reports on uses, problems, and potential of WMS, CCRS, and CONNECTIONS services data to the local Director of Services;

Directs studies of WMS and CCRS services data impact on local operations and staffing;

Acts as implementation coordinator and back up security coordinator for CONNECTIONS system;

Supervises and coordinates Connection unit responsible for the proper flow of reports and for the accuracy of information into the system;

Supervises and manages the central record room for all social services records.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of administration as applied to social service systems; good knowledge of laws, rules, regulations, policies, and practices governing social service operations; good knowledge of accepted design and theory relating to work organization and processing; working knowledge of the potential uses and general limitations of electronic data processing systems in multi-purpose, highly variable applications; ability to plan and supervise the work of others; ability to describe departmental needs and capabilities to State Services Personnel; ability to assist operational staff in detecting and resolving problems in system operation; ability to prepare written summaries and reports; ability to evaluate systems operations and usefulness; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and four (4) years of full-time paid experience in a health, educational or social agency including or supplemented by either:
 - (1) Two (2) years in a responsible administrative or supervisory capacity involving planning, directing and/or coordinating a large staff; **OR**
 - (2) Two (2) years in a technical or managerial position responsible for planning, development and/or implementation of automated data processing systems; **OR**

- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree and six (6) years of full-time paid experience in a health, educational or social agency including or supplemented by either:
 - (1) Two (2) years in a responsible administrative or supervisory capacity involving planning, directing and/or coordinating a large staff; **OR**
 - (2) Two (2) years in a technical or managerial position responsible for planning, development and/or implementation of automated data processing systems; **OR**

- (C) Graduation from high school or possession of a high school equivalency diploma and (8) eight years of full-time paid experience in a health, educational or social agency including or supplemented by either:
 - (1) Two (2) years in a responsible administrative or supervisory capacity involving planning, directing and/or coordinating a large staff; **OR**
 - (2) Two (2) years in a technical or managerial position responsible for planning, development and/or implementation of automated data processing systems.

NOTE: Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in social work, public administration, business administration, or a related field may be substituted for one (1) year of the above general experience.

Adopted: 01/28/1982

Revised: 07/01/1987; 06/02/1993; 09/29/2005; 01/17/2020