

SUPERVISOR OF ADMINISTRATIVE ANALYSIS (SOCIAL SERVICES)

30150
(Competitive)

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for planning, directing and supervising the activities of various operational sections attached to the Systems Division of the Onondaga County Department of Social Services. The Operations Unit of the Systems Division is responsible for all non-fiscal services that aid or result in the completion or processing of work initiated elsewhere. Functional areas of concern include plans and procedures for new or changing programs; coordination of plans and schedules for the various sections; initiation and discussion of long range plans and goals; methods and procedures revisions; policy and program review and evaluation; and long range planning through forecast of trends which impact upon the non-fiscal services of the Department. General supervision is received from the Welfare Management System Coordinator who allows the incumbent considerable latitude for exercising independent judgement and initiative in areas of concern and responsibility. General supervision is exercised over a unit of employees which includes a number of professional and paraprofessional staff members. Does related work as required.

TYPICAL WORK ACTIVITIES

Directs and supervises the activities of the Operations Unit of the Department of Social Services by establishing goals and standards for work; by assigning work; by reviewing work prepared by various unit personal; by ensuring accuracy and timely completion or work; by providing technical guidance; by directing changes in assignments based on priorities, and by presentation of findings to Social Service agency management.

Oversees the services provided by the Operations unit which include data entry, data communications and report distribution; receiving, storing and securing case records; processing and delivery of outgoing mail; and transporting stock, correspondence, and case records from the main county complex to outside agencies and satellite locations in the community.

Studies existing, proposed or mandated non-fiscal activities, rules or regulations and systematically applies management principles, practices, theories and techniques applicable to Social Services management situations.

Analyzes and evaluates systems procedures and activities within areas of concern and responsibility and develops appropriate recommendations in keeping with agency goals and objectives to improve program efficiency and effectiveness.

Studies and identifies the Social Services agency's technological needs; reviews and evaluates work volume and type of work to assess the need for equipment; and assists in the selection of equipment based on future needs.

Composes periodic reports of unit activities, products and plans for information of Social Service management staff.

Leads in the conduct of analysis of projects with significant agency impact.

Plans the scope of analysis in terms of its overall impact or as it applies to specific aspects of Social Services management.

Administers the Welfare Management System and State Human Services Network by monitoring and responding to system hardware and network problems; planning for system needs in various work areas; and working with State staff to coordinate problem response and facilitate upgrades to system.

Manages local terminal security for the New York State systems.

Ensures that State-generated reports are printed and distributed to appropriate units; ensures

that adequate supplies are maintained; manages system file requests and ensures files are backed up and deleted as needed.

Supervises the Records Management Unit; provides supervision to ensure that Department program case records are secure, organized and available to program staff; plans for changes and long-term needs.

Monitors and ensures accurate and efficient data entry work on submissions for case input from various DSS units.

Coordinates and supports the State Auto Claiming System PCs and Welfare Management System terminals.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of the principles and practices of administration as applied to a local social services agency.

Thorough knowledge of techniques and methods used in administrative analysis.

Good knowledge of the rules, regulations, policies and practices of a local social services agency.

Good knowledge of general computer technology and information systems.

Good knowledge of the principles and practices of supervision.

Ability to plan and supervise the work of others in keeping with agency needs and priorities.

Ability to assist staff in detecting and resolving analysis problems.

Ability to identify social services management problems; assess their implication; analyze data; draw logical conclusions related to these problems; and recommend appropriate solutions.

Ability to develop and maintain good working relationships with others.

Ability to coordinate application of technology to appropriate social service program situations.

Ability to apply techniques and methods of administrative analysis to local social services agency problems.

Ability to evaluate technology equipment needs of various program divisions.

Physical ability commensurate with the demands of the position.

MINIMUM QUALIFICATIONS

PROMOTION:

Two (2) years of permanent competitive class status in the title of Administrative Analyst (Social Services).

OPEN COMPETITIVE:

A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a baccalaureate degree and four (4) years of professional level work experience, or its part-time equivalent, in a human services agency in one of the following areas: research, planning, administrative methods analysis, systems analysis; or planning, developing, or implementing electronic data processing systems, two (2) years of which must have been in a supervisory capacity; or,

B. Eight (8) years of paraprofessional or professional level work experience, or its part-time equivalent, four (4) years of which must have been professional level work experience in a human services agency in one of the following areas: research, planning, administrative methods analysis, systems analysis; or planning, developing, or implementing electronic data processing systems, two (2) years of which must have been in a supervisory capacity; or,

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

NOTE: Successful completion of graduate semester hours in public administration, business administration, or a closely related field from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees may be substituted for work experience as follow: Thirty (30) graduate semester hours is equivalent to one (1) year of non-supervisory work experience; Sixty (60) graduate semester hours is equivalent to two (2) years of non-supervisory work experience.

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