

PLEASE POST CONSPICUOUSLY

OTSEGO COUNTY HAS THE FOLLOWING VACANCY:

Department of Social Services
SERVICES COORDINATOR

\$44,711 - \$52,806

DATED: August 19, 2026

LAST DATE TO FILE: September 1, 2026

EOE

DISTINGUISHING FEATURES OF THE CLASS: The incumbent supervises and coordinates/schedules staff to perform duties that support the variety of professional work of Caseworkers. The incumbent must be able to perform duties of all subordinate staff and train staff proficiently. All staff are mandated reporters and are required to perform work in the field (i.e. in client homes, public locations/agencies, schools, etc.). The incumbent is responsible for ensuring staff safety through quality planning and communication. Performs or assigns subordinates to complete commensurate level duties during absences/temporary leaves (i.e. vacation, personal, FMLA, etc.). Work is performed under the direct supervision of the Director of Social Services. Supervision is exercised over but not limited to Casework Aides, Community Services Aides, and Homemakers. Does related work as required.

EXAMPLES OF WORK: (Illustrative only)

- Oversees and participates in the performance of duties of subordinate staff to include but not limited to:
 - Provides transportation for eligible clients via County vehicle, taxi, bus passes, reimbursement to a resource/volunteer at set rate, community agency, etc. with consideration of client special needs to meet goals of their service plans;
 - Manages supervised visitation including documentation of visitation, reporting strengths and needs to Caseworker staff, possible court testimony, correspondence to clients when use of services is not consistent (i.e. no shows, frequent cancellations, etc.);
 - Obtains/sends applications, documents, and information from clients and assist in completion of such documents when needed to ensure eligibility determinations can be made, and to further the agency's mission of safety, permanency and wellbeing of children and adults including financial stability through Income Maintenance Programs or others;
 - Assist clients with budgeting, paying bills, access to community/essential services, light homemaking provision and skill building, basic parenting skills, assist with housing search, and goal planning through achievement of goals consistent with service plans by Caseworker staff;
 - Answers phones, process department mail, send facsimiles, prepare basic correspondence, establish written policy and procedure, enter information into systems of use by the department
- Schedules all staff use of County vehicles or approve staff use of personal vehicles as appropriate;
- Manages County vehicle fleet which includes but not limited to maintenance and repairs in partnership with the County's contractor, cleaning of vehicles;
- Ensures staff know how to access County fuel pumps, gas cards, and submit incident reports (i.e. accidents);
- Maintains records and statistics for reporting unit work monthly, quarterly, or annually to include breakdown of vehicle use by each division of the department;
- Collaborates with the Accounting Unit to ensure billing is correct and materials and supplies are replenished;
- Manages billing for fuel use received from the County Highway Department to ensure charges are correct;
- Trains staff directly and refers staff to the Staff Development Unit for trainings regarding job duties, use of vehicles, materials, and supplies (including the use of appropriate car seats);
- Identifies additional training needs or personnel issues, document, and report to supervisor to manage as established in CSEA agreement with the County;
- Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES: Knowledge of geography of the County, working knowledge of maintenance of vehicles and billing, Good written and verbal communication skills, ability to use critical thinking to solve problems, ability to and train subordinate staff to effectively engage with clients including children and staff with genuineness, empathy and respect, prioritize safety of clients and staff, ability to determine cost effectiveness and efficiency to meet goals and minimize costs, ability to re-prioritize in a high paced environment, de-escalation skills to manage crisis situations, ability to plan, organize and supervise the work of others, ability to maintain records and prepare reports, excellent scheduling skills, maturity and good judgement/professional boundaries, dependability, initiative, ability to utilize a variety of computer systems and electronic devices, physical condition commensurate with job duties (i.e. install/move car seats with or without child in seat).

PROMOTIONAL QUALIFICATIONS:

(a) Two (2) years permanent competitive status as a Social Welfare Examiner in the Otsego County Department of Social Services; OR

(b) Three (3) years permanent competitive status as a Casework Aide in the Otsego County Department of Social Services.

MINIMUM QUALIFICATIONS: Either:

(a) Graduation from a regionally accredited or New York State registered two year college with an Associate's Degree or higher and one (1) year of full time or its part time equivalent experience in providing services supporting social services programs in a public or private setting; **OR**

(b) Graduation from high school or possession of a high school equivalency diploma and three (3) years of full time or its part time equivalent experience as defined in (a) above.

SPECIAL REQUIREMENTS:

1. A valid New York State driver's license and acceptable driving record is required at time of appointment and must be maintained throughout employment or must be able to satisfy the travel requirements of the position throughout employment.

2. Applicants will be required to undergo a New York State background check through the Justice Center and State Central Registry for child abuse and neglect to determine suitability for appointment. Failure to meet the standards for the background check may result in disqualification.

CLASSIFICATION: Competitive

Applications available at the Otsego County Personnel/Civil Service Department, 183 Main Street, Cooperstown, NY 13326 or online at www.otsegocountyny.gov