

## INCOME MAINTENANCE ADMINISTRATOR II

Employees in this class are responsible for the administrative and technical management of the income maintenance program of the largest County Social Services agencies. The income maintenance programs supervised include Food Stamps, Aid to Families with Dependent Children, Medicaid, Low Income Energy Assistance, Commodities Distribution, and Crisis Intervention. Employees are responsible for directing the activities of program/functional unit supervisors who are in turn responsible for managing the day-to-day functions of sub-unit supervisors within their area of responsibility. Employees are strongly involved in the development of community needs assessments; researching new and different programs, service delivery techniques, and funding resources; in the development of plans to meet the future needs of the community and/or developing strategies for the implementation of procedural or technological changes. Employees at this level differ from the lower level income maintenance administrators by their greater independence in long-range planning for the income maintenance units under their supervision as well as for their involvement as a member of the management team in long-range planning for the entire agency. Work requires administrative accountability, in-house policy development, a high level of involvement in the management team decision-making process, and administrative/technical problem solving. Employees have significant involvement in presenting and justifying income maintenance budgetary needs to their Social Services Board and Board of County Commissioners. Employees normally report to the agency director.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees plan the short and long-range work operations, priorities, and goals for the total spectrum of income maintenance programs. Long-range planning responsibilities are carried out over a longer time frame than would be seen in lower level managerial positions. Employees meet with the agency director to develop goals and priorities for the agency income maintenance program on a semi-annual and/or annual basis. As a member of the management team, employees are involved in providing input into the long-range planning and goal setting for service programs as they interface with income maintenance programs.

Organizing and Directing - Employees are responsible for ensuring that lower level supervisors are balancing workloads within their units and sub-units. Because of the large staff size, employees are expected to take responsibility for authorizing significant staff adjustments between and within program units. These units require significant changes in personnel assignments, staffing, and organizational design to assure that the work of these units is being processed in an efficient manner.

Budgeting - Employees are responsible for developing the total income maintenance budget based on input from lower level supervisors, assessment of trends, present and projected community needs, and projected policy changes. Employees attend agency budget meetings to justify the income maintenance budget and to assist in setting agency budget priorities. Work includes presenting the income maintenance budget to the Social Services Board and assisting the agency director in the presentation of the budget to the County Commissioners.

Training - Employees assess individual and unit training needs and provide or arrange for training both in direct or indirect job related areas. In those agencies with a formal staff training and development program, employees ensure that training programs meet the needs of new and incumbent agency staff.

Setting Work Standards - Employees are responsible for ensuring that lower level supervisors evaluate the work of line staff for adherence to Federal and State standards regarding the quality of work required in processing income maintenance cases. Employees serve as a member of the agency management team and have input into, and impact upon, agency set standards for those programs under their supervision.

Reviewing Work - Work of lower level supervisors is reviewed after work has been completed and eligibility determined. These reviews are accomplished through the evaluation of quality assurance reports, State computer error printouts, and input from lower level supervisors assigned to the income maintenance units and sub-units.

Counseling and Disciplining - Employees counsel staff regarding performance and grievance policies. Employees are delegated authority for all disciplinary actions through final written warning stages and, depending upon agency policy, may have the authority to dismiss employees with only cursory review/approval from the agency director.

Performing Other Personnel Functions - Employees are responsible for evaluating staff performance and making recommendations to the agency director on merit raises, appraisals, reassignment, and salary adjustments. Employees interview applicants and make hiring decisions with only cursory review/approval from the agency director. Employees are responsible for authorizing staff reassignments in the units under their supervision.

## II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Employees are directly responsible for supervising the work of lower level income maintenance supervisors and are indirectly responsible for the work of income maintenance caseworkers. These workers are involved in the intake, processing, and review functions in any of the income maintenance programs. The objectives of income maintenance programs are generally stable, however, there are shifting emphases with regard to how cases are processed and continual changes in policies and procedures.

Variety of Work Supervised - Employees are administratively and technically responsible for the work of income maintenance supervisors involved with all income maintenance programs and processing functions. In addition, employees have responsibility for managing and supervising the Child Support/Enforcement Unit.

Number of Employees Responsible For - Employees are responsible for a staff of 70 or more.

III. EXTENT OF SUPERVISION RECEIVED: Employees' work is reviewed after the fact, generally through an analysis of quality assurance reports and State computer error printouts. Work is performed on a more independent basis than is seen at the lower supervisory levels. Employees consult with the agency director on major policy changes or complex decisions only after having determined that no applicable prior resolutions of similar case scenarios exist.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: N/A

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of income maintenance programs. Thorough knowledge of the use of the income maintenance manuals. Thorough knowledge of all agency and community services and programs. Thorough knowledge of forms and documents used in determining eligibility. Thorough knowledge of needs, problems, and attitudes of disadvantaged persons. Thorough knowledge of community needs assessment techniques. Considerable ability to organize and direct a large comprehensive income maintenance program. Considerable management and administrative skills. Ability to maintain a satisfactory working relationship with applicants, other sources contacted within the course of work, the agency director, the Social Service Board and other County officials. Ability to plan and evaluate the services of a large, comprehensive eligibility program. Ability to represent the income maintenance programs in departmental meetings and community conferences. Ability to present information orally and in written form.

Minimum Training and Experience Requirements - Three years of supervisory or administrative experience, two of which must have been in an income maintenance or service program and preferably with one year of experience in an income maintenance program; or an equivalent combination of training and experience.