

INCOME MAINTENANCE SUPERVISOR I

Employees in this class are responsible for the administrative and technical supervision of a small staff of income maintenance caseworkers in a sub-unit of an income maintenance program. Employees supervised are normally involved in two or less functions within the eligibility process and not more than two income maintenance programs. The income maintenance programs involved include Food Stamps, Aid to Families with Dependent Children and Medicaid. Supervisors at this level are primarily involved in organizing and directing the work of subordinate staff and have limited involvement in planning, personnel and the budget process. Employees maybe required to provide direct client services for the more complex cases or during periods of staff shortage. Employees normally report to a higher level supervisor.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning -Employees plan the short-range work operations, priorities, and goals within the unit supervised. Work at this level involves no long-range planning responsibilities.

Organizing and Directing – Employees assign and balance workloads within the unit and coordinate overall workflow. Employees develop procedures and make minor organizational changes and recommend other changes to improve efficiency.

Budgeting—Employees make recommendations regarding equipment, space, and staffing needs to higher level supervisor.

Training - Employees provide orientation and training to staff and advise them of all changes in programs and agency policies on a periodic basis.

Setting Work Standards - Employees are responsible for ensuring that staff adhere to Federal and State standards with regard to the quality of work required in processing income maintenance cases, as well as adherence to applicable time frames. Work also include, the enforcement of any quality and quantity standards set by the agency.

Reviewing Work – Employees are usually responsible for conducting second party reviews of the work of line staff through the random sampling and evaluation of ongoing cases processed by their staff. In units which have lead workers, supervisors generally will share in the second party review responsibility or conduct third party reviews of the reviews done by lead workers.

Counseling and Disciplining - Employees counsel staff regarding performance and grievance polices and may have the authority to issue oral and/or written warnings. Employees make recommendations on dismissals to a higher level supervisor.

Performing Other Personnel Functions - Employees are responsible for evaluating staff performance and making recommendations to a higher level supervisor or the agency director on merit raises, appraisals, reassignments, and salary adjustment. Work may require employees to interview applicants, usually in concert with higher level management.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of work supervised - The objectives of the income maintenance programs are generally stable, however, there are shifting emphases with regard to how cases are processed due to the continual changes in rules, regulations, policies, and procedures in the administration of the Income Maintenance Programs.

Variety of Work Supervised - Employees are administratively and technically responsible for the work of Income Maintenance Caseworkers involved with the income maintenance programs and processing functions.

Number of Employees Responsible For - Employees are responsible, for a staff of approximately 5 to 15 employees.

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. Generally, work is performed independently but employee would consult with a higher level supervisor on major policy changes or complex decisions.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: N/A

V. RECRUITMENT STANDARDS:

Knowledges, Skill, and Abilities – Considerable knowledge of the programs, forms, and documents used in determining eligibility in the program area supervised. Considerable knowledge of use of income maintenance manuals. Considerable knowledge of needs, problems, and attitudes of disadvantaged persons. General knowledge of all income maintenance programs. Good mathematical reasoning and computational skills. General knowledge of all agency programs and services which could affect the client/applicant. Ability to instruct, organize, direct, and supervise lower-level employees performing eligibility duties. Ability to maintain a satisfactory working relationship with applicants, and others contacted within the course of performing work. Ability to communicate effectively with applicants and community agencies to obtain pertinent data and to interpret rules and regulations. Ability to represent the income maintenance staff in departmental meetings and community conferences. Ability to present information orally and in written form. Ability to read, analyze, and interpret a variety of rules, regulations, and procedures of varying complexity.

Minimum Training and Experience Requirements - Two years of experience as an Income Maintenance Caseworker or Investigator in an Income Maintenance Program; or an equivalent combination of training or experience.