

## INCOME MAINTENANCE SUPERVISOR II

Employees in this class are responsible for the administrative and technical supervision of a small staff of income maintenance caseworkers. The income maintenance programs involved include the following: Food Stamps, Aid to Families with Dependent Children, Medicaid, Low Income Energy Assistance, Commodities Distribution, and Crisis Intervention. Employees functioning at this level can be distinguished from lower level supervisory positions by their greater involvement in the following capacities: (1) as the income maintenance director of a small agency with responsibility for the total income maintenance process for all programs, (2) as the supervisor of a unit or sub-unit of an income maintenance program which is involved with all eligibility functions (i.e., intake, processing, review), (3) as the supervisor of a unit or sub-unit which is involved with all income maintenance programs and with one or more functions, and (4) as the supervisor of a unit or Long-Term Care program which is characterized by a greater variety and complexity of guidelines, potential financial loss to the agency, client, or community, and have a greater impact upon the health status of the client. In all of the preceding position designs, employees normally report to the agency director or to a higher level supervisor.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning-Employees plan the short and some long-range work operations, priorities, and goals within the unit and/or sub-units supervised.

Organizing and Directing-Employees assign and balance workloads within the unit and/or sub-units and coordinate overall workflow. Work requires employees to develop procedures and to make minor organizational changes and recommend other changes to improve efficiency.

Budgeting-Employees are responsible for assessing and projecting staffing, equipment and supply needs, documenting appropriate justifications and submitting these requests in writing to a higher level supervisor or the agency director.

Training-Employees provide on-the-job training as well as some training needs assessment and arrange for employees to attend workshops and other job related training.

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. Employees have input and impact on setting internal agency standards for those income maintenance programs under their supervision.

Reviewing Work-Employees may be responsible for conducting second party reviews but generally work is reviewed by lead workers through the random sampling and evaluation of ongoing cases processed by their staff. Employees use quality assurance reports, State error printouts, and input from lead workers in evaluating the overall performance of staff assigned to their unit.

Counseling and Disciplining-Employees counsel staff regarding performance and grievance policies 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 adjustments. Employees may interview applicants, usually in concert with higher level management.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised-Employees are responsible for supervising the work of income maintenance caseworkers involved in the intake, processing, and review functions in any of the income maintenance programs. 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 and supervisors involved with all income maintenance programs and processing functions.

Number of Employees Responsible For – Employees are responsible for a staff of approximately 5 – 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 employees would consult with a higher level supervisor on major policy changes or complex decisions.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: N/A

V. RECRUITMENT STANDARDS:

Knowledge, Skills, and Abilities – Considerable knowledge of all income maintenance programs, forms, and documents used in determining eligibility. Considerable knowledge of the use of the income maintenance manuals. Considerable knowledge of needs, problems, and attitudes of disadvantaged persons. General knowledge of all agency programs and services. General knowledge of community services and programs which could affect the client/applicant. General knowledge of the budget process. Good mathematical, reasoning, and computational skills. Ability to instruct, organize, direct, and supervise lower level employees. Ability to learn basic supervisory/management skills. Ability to communicate effectively with workers, supervisors, applicants, and community agencies to obtain pertinent data and to interpret rules and regulations. Ability to present information orally and in written form.

Minimum Training and Experience Requirements – Three years of experience as a caseworker or investigator in an income maintenance program, preferably with one year of supervisory experience; or an equivalent combination of training and experience.

Special Note – This a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.