

INCOME MAINTENANCE SUPERVISOR II SOCIAL SERVICES

General Statement of Duties

Work in this class involves the administrative and technical supervision of a small staff of Income Maintenance Caseworkers. Work requires providing considerable guidance to staff that take, process and maintain cases for Income Maintenance Programs. Employee supervises the overall monitoring of caseloads, intake schedules, and ensures cases are evenly divided by program type. Employee is responsible for ensuring staff is trained, resolving problems and ensuring quality services are provided accurately and timely. Employee will provide input to higher level management on administrative, personnel, and budget issues.

Examples of Duties Performed

Employee plans the short and some long-range work operations, priorities, and goals within the team supervised. Assigns and balances workloads within the team and coordinates workflow. Develops procedures and makes minor organizational changes and recommends other changes to improve efficiency.

Employee is responsible for ensuring staff adheres to Federal and State standards with regard to the quality of work required in processing income maintenance cases. Employee has input and impact on setting internal agency standards for the Adult Medicaid programs being supervised.

Employee is responsible for conducting second party reviews through random sampling and evaluation of ongoing cases processed by the staff. Employee uses quality assurance reports, State error printouts, and input from the team trainer in evaluating the overall performance of staff. Assist individual workers enhance their job performance through team meetings, monthly individual conferences, and yearly job performance evaluations.

Employee is responsible for counseling staff regarding performance and grievance policies and has the authority to issue oral and/or written warnings. Employee will make recommendations to Program Administrator and Director.

Employee is also responsible for evaluating staff performance and making recommendations regarding merit raises, appraisals, reassignments, and salary adjustments. Employee is responsible for interviewing applicants with Program Administrator or Director.

Ability to react to change productively and handle other essential tasks as assigned. Perform other duties as requested or required.

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 Education and Experience

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.