

DISABILITY DETERMINATION CHIEF OF ADMINISTRATIVE SERVICES

Employee in this class is responsible for the administrative management of all specialized case processing units in the Disability Determination Section which include the following: Vocational Consultation, Quality Assurance, Medical Assistance, Training and staff development, administrative support, computerization and medical professional relations. Work involves serving as a key member of the agency management team in the evaluation, development and implementation of agency initiatives that impact upon these units. Employee is responsible for the compilation and preparation of the annual work plan analysis used by the Social Security Administration for justifying the agency's annual budget. Employee reports to the Assistant Director for Disability Determination Services and is responsible for agency operations in the absence of the Director.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employee is responsible for formulating short and long-term plans for the separate sub-program areas that he/she administers. Work includes establishing and prioritizing objectives and identifying necessary tasks and objectives to meet these objectives. Planning responsibilities are impacted upon by advancements in computer technology, administrative requirements, federal legislation and interest group concerns. Employee meets periodically with subordinate program supervisors responsible for sub-program areas to formulate long range planning activities that impact upon the client population and various sections within the agency.

Organizing and Directing - Employee serves as a member of the management team and provides input in assessing, modifying and establishing work procedures to meet changing Federal policy directives. Employee evaluates the recommendations of sub-program supervisors to determine the feasibility of changing or restructuring work assignments or workflow procedures.

Budgeting - Employee reviews the input provided by subordinate supervisors relating to their area of responsibility as well as evaluating the budgetary needs of individual areas. Work requires an assessment and evaluation of expenditures for consultative medical exams and review of all purchasing requests of the agency for equipment and supplies.

Training - Employee monitors, evaluates and recommends the training needs of staff base upon review of recommendations submitted by sub-program supervisors and their knowledge of program requirements and/or charges.

Setting Work Standards - Employee evaluates work standards developed by sub-program supervisors to- determine feasibility and applicability to program goals, objectives, and operational requirements. Changes in work standards are discussed with the Assistant Director of Disability Determination to ensure consistency with established agency policies.

Reviewing Work - Employee monitors the work of subordinate staff through review of activities and program progress reports, formal conferences and informal discussions to assure compliance with operational standards and established policies. Work is generally reviewed on a periodic basis; however, unique problems encountered as a result of programmatic changes may require the review of work while in progress.

Counseling and Discipline - Employee resolves informal complaints, problems and grievances and is responsible for ensuring that appropriate disciplinary procedures are followed. Employee has responsibility for recommending dismissals subject to review by the Assistant Director of Disability Determination.

Performing Other Personnel Functions - Employee interviews applicants and makes recommendations to the Assistant Director of Disability Determination concerning hiring decisions. Employee provides input on decisions concerning promotions and salary adjustments for individuals supervised.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Disability Determination policies and claims processing procedures change periodically in response to new Federal legislation, court decisions and the development of new claims processing requirements. Employee serves as a key member of the management team in evaluating and developing plans and strategies for responding to these changes. Special projects that address controversial issues may occasionally disrupt normal workflow.

Variety of Work Supervised - Employee directly supervises program supervisors responsible for Vocational Consultation, Quality Assurance, Medical Assistance, Training and Staff Development, Administrative support, computerization and Medical professional relations.

Number of Employees Responsible For - Employee is responsible for directly supervising our program supervisors and indirectly supervising approximately 110 staff.

III. EXTENT OF SUPERVISION RECEIVED: Work is reviewed by the Assistant Director of Disability Determination through activity reports, conferences, and discussions to determine progress in achieving established goals and objectives and for compliance with established policies and procedures.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: N/A

V. RECRUITMENT STANDARDS:

Knowledge Skills and Abilities - Thorough knowledge of regulations and procedures of the Federal Social Security Act. Thorough knowledge of medical terminology and body systems, and skill in applying this knowledge in a variety of case situations. Considerable knowledge of Vocational Consultation, Quality Assurance, Medical Assistance, Training and Staff Development, Administrative Support, Computerization and Medical Professional relations and their interface with Disability Determination programs. Skill in establishing effective working relationships with subordinates, co-workers, the general public, state, Federal and local agencies and a variety of professional disciplines. Skill in making accurate decisions in a production oriented setting. Skill in supervision and conducting management functions. Ability to express oneself clearly in oral and written form.

Minimum Training and Experience Requirements - Graduation from a four-year college or university and five years of progressive experience as a Disability Determination Specialist, at least two of which were in a supervisory capacity; or an equivalent combination of training and experience.

Special Note: This is 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, but may not be applicable to all positions.