

INCOME MAINTENANCE SUPERVISOR III

Employees are responsible for the administrative and technical supervision of lower level supervisors and/or lead workers who have primary responsibility for income maintenance sub-program units on a day-to-day basis. The income maintenance programs involved include Food Stamps, Aid to Families with Dependent Children, Medicaid, Low Income Energy Assistance, Commodities Distribution, and Crisis Intervention. Employees may supervise all income maintenance programs for a medium size agency which has several distinct sub-unit functional areas. The sub-units are normally managed by lower level supervisors although some, but not all, of the sub-units may be coordinated by a lead worker who reports directly to this position; or employees may supervise a specific program area in a large agency where several sub-functional units are normally managed by lower level supervisors. Positions at this level differ from the lower level supervisors by their responsibility for several sub-units, one or more of which is managed by a lower level supervisor, and by the considerable involvement in the planning, budgeting, and personnel processes within their functional program area. Employees may also be responsible for supervising the Child Support/Enforcement Unit. Employees report to an agency director or an income maintenance administrator.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees plan the short and long-range work operations, priorities, and goals within the units and sub-units supervised. Employees meet with his/her supervisors to develop goals and priorities for the unit on an annual basis. Employees may serve as a member of the agency management team and provide input into setting agency goals and priorities on an annual basis.

Organizing and Directing - Employees are responsible for ensuring that lower level supervisors are balancing workloads within their units and sub-units. Work includes making adjustments between and within program units. These units may 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' responsibilities will vary from agency to agency. In some agencies, employees provide detailed needs analysis and justification reflecting trends in the utilization of income maintenance programs. In other agencies, employees assess and project staffing, equipment and supply needs, and provide appropriate documentation and justification for these requests.

Training - Employees assess individual and unit training needs and provide or arrange for training both in direct or indirect job related areas.

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 income maintenance management team and have input into, and impact upon, agency set standards for those programs under their supervision.

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

Counseling and Disciplining - Employees counsel staff regarding performance and grievance policies. Employees usually will have the authority to issue oral and written warnings based upon agency policy. Employees recommend dismissals to higher level supervisors or the agency director.

Performing Other Personnel Functions - Employees are responsible for evaluating staff performance and making recommendations to a higher level Income Maintenance Administrator or Agency Director on merit raises, appraisals, reassignments and salary adjustments. Employees interview applicants and make hiring decisions or recommendations depending upon agency policy with regard to delegation of hiring authority. Employees are normally 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 indirectly responsible for the work of income maintenance caseworkers who 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/lead workers involved with any of the income maintenance programs and processing functions. Employees functioning as income maintenance directors for a small to intermediate sized agency will usually have responsibility for managing and supervising the Child Support/Enforcement unit.

Number of Employees Responsible For - Employees are responsible for a staff of approximately 20-40 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. Work is performed on a more independent basis than is seen at the lower supervisory levels. Employees consult with higher level supervisors on major policy changes or complex decisions only after having determined that no applicable prior resolutions of similar case situations exist.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: N/A

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of needs, problems, and attitudes of disadvantaged persons. Thorough knowledge of the use of the public assistance manuals. Considerable knowledge of all income maintenance programs and the forms and documents used in determining eligibility. Considerable knowledge of all agency programs and services. Considerable knowledge of community programs and services which could affect the client/applicant. Considerable knowledge of the budget and planning process. Considerable understanding of the budget process. General knowledge of basic supervisory/management skills. Skill in instructing, organizing, directing, and supervising lower-level employees. Ability to maintain a satisfactory working relationship with applicants and others contacted within the course of performing the work. Ability to assess needs and to plan for future requirements. Ability to read, analyze, and interpret rules, regulations, and procedures. Ability to communicate with supervisors, other agency staff, public officials, and the community orally and in written form.

Minimum Training and Experience Requirements - Four years of experience in income maintenance program including one year of supervisory experience in an income maintenance or service program; or an equivalent combination of training and experience.