

## **BENEFIT ASSISTANCE SUPERVISOR**

### **DEFINITION**

Under direction, to supervise the work of a unit of Eligibility Workers engaged in determining initial and/or continuing eligibility for public assistance; and to do related work as required

### **DISTINGUISHING CHARACTERISTIC**

This is the first line supervisor for Eligibility Workers. Incumbents serve as full first line supervisors over an assigned staff of Eligibility Workers. They may also advanced technical eligibility work.

### **REPORTS TO**

Social Services Director/Public Guardian/Public Conservator

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

Eligibility Worker I & II

## **BENEFITS ASSISTANCE SUPERVISOR – 2**

### **EXAMPLES OF DUTIES**

- Assigns, monitors and controls work of Eligibility Workers to ensure high standards of quality, quantity, and timeliness.
- Verifies case records prepared by subordinates for proper eligibility determination, accuracy, completeness and timeliness.
- Prepares performance evaluations and handles disciplinary matters for subordinate employees.
- Keeps detailed records of factors relating to employee performance.
- Makes recommendations regarding hiring, promotions, salary increases, disciplinary actions and/or terminations.
- Reviews and verifies payroll documents.
- Evaluates staff development needs and makes recommendations for training.
- Conducts training sessions for subordinates or other agency staff in areas of expertise.
- Teaches and coaches subordinates individually as required to assist them with meeting performance goals.
- Participates in departmental staff meetings and training sessions to maintain current knowledge of changing policies, regulations and procedures.
- Confers with Department management to discuss policies, procedures, staffing and equipment needs, disciplinary matters, and other areas; researches, analyzes, and resolves regulation discrepancies.
- Answers inquiries from the public or other agencies regarding available programs and services.
- Handles complaints from citizens or other agencies concerning alleged actions of subordinate staff.
- Prepares written procedures and desk manuals to assist subordinates in performing job duties.
- Evaluates eligibility case records and makes home visits in the absence of subordinate staff.
- Conducts surveys regarding Department work and compiles results into written reports.
- Conducts corrective action reviews for programs prepares Fair Hearing position statements.
- May represent County position at Fair Hearing; may serve as AFDC Coordinator.
- Maintains records and prepares reports.

## **BENEFIT ASSISTANCE SUPERVISOR – 3**

### **TYPICAL PHYSICAL REQUIRMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

### **KNOWLEDGE OF**

- Function of public social services agencies and the principles of income maintenance and public social services.
- Rule and regulations governing eligibility and grants for categorical aid and employment programs.
- Sources of information necessary to determine applicant eligibility for various assistance.
- Interviewing and record keeping techniques.
- Modern office practices, methods, and procedures.
- Maintenance of filing and information retrieval systems.
- Plumas County policies and procedures regarding personnel and disciplinary matters.
- Principles of supervision and training.

### **ABILITY TO**

- Plan, organize, and supervise the work of subordinates.
- Gather and analyze information and draw appropriate conclusions.
- Make sound decisions using judgment in stressful situations.
- Establish priorities and organize work accordingly.
- Interpret, explain, and apply a variety of Federal, State, and County public assistance policies, rules, procedures, and regulations.
- Work with considerable initiative and independence while exercising good judgment in recognizing scope of authority.
- Motivate, train and discipline subordinate employees.
- Prepare, clear, concise and accurate records and reports.
- Work with computerized eligibility systems and use a computer in work assignments.
- Use good oral and written communications skills.
- Communicate effectively with individuals and groups of persons with diverse ethnic and cultural backgrounds.
- Employ effective interviewing techniques.
- Effectively represent the Social Services Department in answering questions, responding to inquiries, providing assistance, and dealing with concerns from the public, community organizations, other County staff, and other agencies.
- Establish and maintain cooperative working relationships.

## **BENEFITS ASSISTANCE SUPERVISOR – 4**

### **TRAINING AND EXPERIENCE**

Any combination of training and experience, which would likely provide the required knowledge and abilities, is qualifying. A typical way to obtain the required knowledge and abilities would be:

One (1) year of experience performing duties comparable to the Merit Systems Service Eligibility Worker III or Employment and Training Worker III class.

**OR**

Two (2) years of experience performing duties comparable to the Merit Systems Service Eligibility Worker II or Employment and Training Worker II class.

### **SPECIAL REQUIREMENTS**

Possession of a valid and current California Driver's issued by the Department of Motor Vehicles.