Chaffee County Position Description

Title: Manager/Supervisor – Eligibility FLSA Status: Exempt

Department: Chaffee County Health and Human Services Date:

Division: Eligibility/TANF/Child Care XX

General Statement of Duties:

Position manages income maintenance and eligibility programs by providing instruction, motivation, and supervision within the unit and agency. This person will also provide customer service by resolving differences with clients and others in the community. Position supervises entry and/or journey level technicians and/or will supervise lead workers. Position may also be involved in collaborative efforts within the community regarding Affordable Care Act.

Essential Job Functions:

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The County reserves the right to modify or change the duties of essential functions of this job at any time.

- Oversees staff scheduling. Conducts individual and group conferences to set and monitor deadlines. Establishes unit goals and timetables. Meets with administration to participate in program planning.
- Prepares recommendations for departmental budgetary needs.
- Establishes caseloads, appointments, schedules, deadlines and related tasks.
 Reviews and revises work flow by anticipating changes in clientele, staff coverage, regulations, procedures, and studies. Analyzes various reports from the State, Federal, and counties in order to help staff work more effectively and efficiently.
- Assigns work and special duties to staff in order to meet Unit and Department priorities.
- Monitors progress of staff for completeness, errors, timeliness, and peak load coverage in order to expedite the work flow. Ensures timeliness and accuracy of staff performance in compliance with all criteria and guidelines and establishes standards for quality and quantity of work based on experience of worker.
- Reviews cases upon completion for accuracy and compliance with standards and
 identifies patterns of training needs and initiates staff completing training through
 State or other resources or trains staff in areas needing improvement. Observes
 staff's work on a daily basis and makes recommendations for improvements or
 praises for good work.
- Reviews needs of unit and makes recommendations regarding changes in staff and/or equipment requirements.
- Meets with staff on a regular basis to coach, convey information, interpret rules and regulations, policies and procedures and to give instructions either verbally or

in writing. Meets with subordinates as needed to counsel in order to ascertain problems in work performance and relationships adversely affecting job and team functioning. Resolves, if possible, or takes other appropriate disciplinary action to correct. Establishes performance plans and individual outcome goals. Evaluates progress through performance ratings and makes recommendations to correct problems or improve performance.

- Approves, limits, or denies leave requests. Creates/updates job descriptions. Interviews and makes recommendations for new staff hires. Processes recommendations for promotions, transfers, or dismissals of unit staff.
- Responds to inquiries and requests for information from clients and the public, both verbally and in writing. Investigates complaints and finds reasonable solutions with clients and staff and responds either verbally, in writing or both.
- Collaborates with other HHS departments and other Human Service community agencies to provide effective and efficient holistic services for clients.
- Participates with supervisors from other HHS departments to assess needs and help give recommendations of direction for entire HHS.
- May determine eligibility for assistance to help relieve backlog. May serve as evidentiary hearing officer. May participate in special projects. May make home visits with clients or may direct staff to make home visits with clients.
- Performs other duties as assigned.

Education:

Minimum education: High School diploma or GED. Bachelors preferred.

Experience:

Work experience in positions similar or related to this job: Four (4) years of related experience.

Reporting Relationships:

This position reports to: Chaffee County HHS Director
This position has Supervisory and/or Management Responsibility for: Eligibility
Technicians.

Knowledge, Skills, and Abilities:

- Knowledge of state manual regulations all assistance programs, and ability to
 obtain knowledge and keep up with changes. Knowledge of county, agency,
 division, county personnel, and team policies and procedures, eligibility
 requirements and other standards pertaining to unit/individual functioning or
 ability to obtain this knowledge
- Knowledge of legal and financial matters relating to programs implemented by the unit and/or ability to obtain this knowledge.
- Knowledge of relevant agency programs and eligibility requirements and services available in the community.
- Knowledge of business accounting and operation of various office equipment.
- Knowledge of principles of human behavior, managing a unit, supervision, and interviewing.

- Ability to organize tasks, manage time, analyze facts, and make decisions within established guidelines.
- Ability to communicate clearly and concisely both verbally and in writing.
- May obtain trainings or attend meetings that pertain to Eligibilty requirements in the Denver metro area or other locations from time to time.

Scope of Interpersonal Contacts:

Relationships are with Eligibility staff, clients, other HHS departments, various community and State boards, various community agencies, local law enforcement, and other committees and task forces as needed.

Material and Equipment Used:

Computer, calculator, telephone, fax, copier, printer, scanner, projectors, and related presentational training tools.

Work Environment:

Work is generally confined to a standard office environment. Noise level is generally moderate.

Physical Demands:

The following are some of the physical demands commonly associated with this position. Mobility:

- Stands 10% of the time, walks 10% of the time, and sits 80% of the time.
- Ascends or descends ladders, stairs, scaffolding, ramps, and the like using feet and legs or hands and arms.
- Maintains body equilibrium to prevent falling when walking, standing, crouching, or running on narrow, slippery, or erratically moving surfaces.
- Bends body downward and forward by bending spine at the waist requiring full use of the lower extremities and back muscles.
- Bends legs at knees to come to rest on knee or knees.
- Bends body downward and forward by bending legs and spine.
- Moves about on hands and knees or hands and feet.
- Reaches, extending hand(s) in any direction.

Lifting:

Exerts up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects.

Dexterity:

- Handles, seizes, holds, grasps, turns, or otherwise works with hand or hands.
- Fingers, picks up, pinches, or otherwise works primarily with fingers rather than with the whole hand or arm.

Vision:

The vision requirements for this position are as follows:

• Close vision (clear at 20 inches or less).

- Distance Vision (clear at 20 feet or more).
- Color vision (ability to identify and distinguish colors).
- Peripheral vision (ability to observe an area that can be seen up and down or to the left or right while eyes are fixed at a given point).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Communication:

Individual must be able to clearly understand the English language and be understood while speaking the English language.

Driving:

Must be able to operate a motor vehicle.