

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Economic Assistance Supervisor

Class Code: 51585

Pay Grade: GJ

A. Purpose:

Administers economic assistance programs by monitoring and evaluating program delivery to ensure that needed services are provided to clients within established rules and regulations.

B. Distinguishing Feature:

The Economic Assistance Supervisor supervises a work unit in a large county or multi-county area and is responsible for the delivery of services within a service area. This position has authority to hire and fire, conduct performance appraisals, establish responsibilities for each position, assign overall work, and set priorities for the work unit.

The Lead Economic Assistance Benefits Specialist oversees the daily operation of a remote office, provides work direction for at least three staff, and carries the most difficult/sensitive caseload.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Supervises subordinate staff to ensure that the objectives of the work unit are met.
 - a. Interviews and selects staff.
 - b. Provides training and work direction.
 - c. Approves leave requests.
 - d. Addresses staff problems and recommends and implements disciplinary action.
 - e. Conducts regular supervisory conferences with staff and conducts annual performance appraisals, manages overtime and work adjustment hours.
 - f. Responds to complaints, concerns, and needs of the community regarding delivery of program services.
2. Establishes local office policy and procedures for eligibility programs and case management to move clients to self-sufficiency.
 - a. Screens, schedules, and assigns caseloads to staff including number of cases, types of cases, and geographic location of cases depending on number of counties under supervisor's jurisdiction.
 - b. Monitors timely processing of all applications for benefits.
 - c. Develops intake systems that best meet the needs of staff time, client location, and community needs.
3. Monitors and reviews policy implementation to ensure state and federal requirements are met.
 - a. Reviews selected cases.
 - b. Responds to federal audits, quality control reviews, and management evaluations.
 - c. Works with child support enforcement supervisor to ensure that applicable child support procedures are applied correctly by staff performing eligibility determinations.

4. Instructs staff on program policy and procedures on a continuous basis to ensure proper functioning.
 - a. Develops and coordinates welfare to work efforts with the Department of Labor, community work sites, and various local resources.
 - b. Implements corrective action plans.
 - c. Reviews, approves, and monitors employability plans developed by staff.
 - d. Approves/denies reinstatement of all closed cases.
 - e. Approves/denies all overpayment claims referred to the recoveries program.
5. Mediates conflicts between staff, clients, and community to ensure effective relationships.
 - a. Provides general community education through community presentations and serving as a department representative on community panels dealing with social welfare issues.
 - b. Initiates conferences to resolve client complaints and deter hearings.
 - c. Prepares staff for administrative hearings.
 - d. Alerts superiors of volatile local issues so they can be defused promptly.
6. Performs other work as assigned.

D. Reporting Relationships:

Typically supervises Lead Economic Assistance Benefits Specialists, Economic Assistance Benefits Specialists, and Employment Specialists. Reports to a Regional Manager.

E. Challenges and Problems:

Challenges include utilizing each subordinate's strength while giving them room to grow and develop, resolving misunderstandings between staff and client and/or the community, making accurate and timely decisions that reflect the Department's philosophy and prevent sanctions of funding, and developing and equipping staff with interviewing techniques.

Problems facing the incumbent include interpretation of complex policies and regulations and the diversity of clients' needs.

F. Decision-making Authority:

Decisions include assigning work, developing training plans, and reviewing case files; resolving complaints and developing expectations for staff; and initiating disciplinary actions.

Decisions referred include fraud or overpayment, long term care funding problems, decisions to prosecute, and interpretation of unclear or conflicting policy.

G. Contact with Others:

Daily contact with community resources and clients. Also, has contact with other department professionals, public and private agencies, and the courts.

H. Working Conditions:

Typical office environment. May work with irate, indifferent, and hostile clients who may present threats of physical harm. Extensive travel is required.

I. Knowledge, Skills and Abilities:

Knowledge of:

- effective methods of supervision;
- interviewing and reporting techniques;
- community needs and resources;
- departmental and federal and state funding guidelines.

Ability to:

- interpret policy and develop a local service delivery system based on policy interpretation;
- communicate information clearly and concisely;
- mediate client disputes;
- direct and evaluate work performance.