

**Medina County
Job and Family Services**

Position Description

Division:	Eligibility Services
Unit:	Eligibility Services
Supervisor:	20000.0 Cheryl Mason

Classification:	Eligibility Supervisor	Working Title:	Eligibility Supervisor
Class Number:	30125-Medina	Position Control Number:	20100.0
Status:	Non-Bargaining	Pay Range:	31

Summary of Essential Duties

Under the direction of the Administrator of the Eligibility Services division, provides direct supervision and assistance to Eligibility Services 1 and Eligibility Services 2 workers. The Supervisor completes various reports and develops, implements and enforces compliance with policies and procedures for the unit. Duties would include attending meetings, serving on interagency and community advisory committees for the enhancement of service delivery, assisting upper management in the development of agency policy and providing guidance in program eligibility interpretation and the CRISE system.

Functions of the Position

1. Is familiar with and functions in accordance with the classification specifications and agency policies and procedures.
2. Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public.
3. Returns phone calls and correspondence in a timely manner, adhering to agency policy and time frames.
4. Provides direct supervision to agency Eligibility Specialist 1 and 2 employees.
5. Assigns and reviews work of staff, conducting random review of work to determine quality and error rate.
6. Coordinates with other supervisors to keep daily operations flowing smoothly.
7. Implements and monitors policy and procedures presented from upper management, the County and the State. Interprets changes in programs and provides training to staff regarding these changes.
8. Expedites program problem resolutions by contacting regional and state technical advisors.
9. Reviews, approves or denies employee requests for leave.
10. Completes performance evaluations; disciplines unit members and initiates actions for the termination of employees when necessary. Maintains an employee file for each team member.
11. Determines the need for additional staff and participates in Agency process of interviewing applicants and recommending qualified applicant to Agency Director.
12. Answers inquiries/complaints from the public or other agencies.

13. Attends management meetings as required; serves on interagency and community advisory committees, conducts weekly unit staff meetings to relay agency policy and interpretations of new programmatic regulations and attends specific state training dealing with program changes.
14. Devises forms, procedures and guidelines for the purpose of conducting better casework.
15. Completes, maintains and forwards reports, forms and case files to the appropriate authority when necessary.
16. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties.
17. Performs other duties as assigned.

Knowledge, Skills and Abilities

Knowledge of: Federal, State and local laws, rules and regulations governing eligibility of public assistance programs; work performed by Eligibility Specialist 1 and 2 workers; public assistance policies and procedures; agency policies and procedures; program implementation; community resources; administrative practices; supervisory practices; interviewing techniques; discipline procedures; evaluation process; cultural diversity; personnel manual and procedures; grievance procedures; Union Labor Agreement; completing fiscal reports; EEO, ADA, FMLA and legal issues; communication techniques; management issues; reviewing and monitoring staff casework and material; training, teaching and development practices; program implementation; problem resolution; computers and programs; agency computer operations; office equipment; office practices and procedures.

Skill in: Basic management; leadership; team building; training; interviewing; English grammar and composition, oral communication; writing; listening; organization; computer operations; typing; word processing; public presentation and speaking; counseling; handling sensitive inquiries from the public and community; decision making; advising and providing constructive criticism; conducting performance appraisal interviews;

Ability to: Work with and relate well to other people; motivate, facilitate, communicate and manage conflicts; recognize and appreciate good performance; confront poor performance; view and analyze the organization from a broad, long-term perspective; identify problems; generate and consider multiple solutions; work in groups and committees; interpret manuals; communicate; recognize errors and make corrections; maintain a good working rapport with the staff; maintain objectivity; assimilate and follow instructions; interpret manual material and instruct others; delegate; coordinate programs; maintain accurate records; take emergency actions; work with the elderly, physically and mentally challenged; performs mathematical operations, make independent decisions; represent the agency with in the community (e.g., serve on community committees, boards, serve as spokesperson, trainer); interpret policy and manual material.

Qualifications

Possession of a Bachelor's degree or higher from an accredited institution and two (2) years relevant agency experience,

or

An Associate Degree or the equivalence of a Junior Class standing from an accredited institution and three (3) years relevant agency experience,

Additional Requirements

Must successfully undergo BCI background check
Successfully complete an alcohol and drug screening
Possess a valid Ohio Driver's License
Provide proof of eligibility to work in the United States.

Inherently hazardous or physically demanding working conditions:

May encounter irate clients or individuals; may have some exposure to common chemicals found in an office environment, such as toner and correction fluid; may be required to lift up to 40 pounds (i.e., computer components, supplies).

Eligibility Supervisor P.C.N. 20100.0

List Position Numbers and Class Titles of Positions directly supervised:	Signature of Agency Representative:	Date:
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