

Medina County Job and Family Services

Position Description

Division:	Eligibility Services
Unit:	Administration
Supervisor:	20000.0 Millie Fedeckyj

Classification:	Program Administrator	Working Title:	Eligibility Services Administrator
Class Number:	30200-Medina	Position Control Number:	21000.0
Status:	Non-Bargaining	Pay Range:	32

Summary of Essential Duties

Under the direct supervision of the Job and Family Services Deputy Director, the Eligibility Services Administrator performs direct and indirect supervision and administrative functions, including determination of staffing levels, policy and procedure within the Eligibility Services division. The Eligibility Services Administrator organizes and directs the development, planning, implementation and monitoring of various service programs within the assigned division. The Eligibility Services Administrator provides technical assistance to supervisors and other agency employees. The Eligibility Services Administrator also performs numerous administrative functions, including all public assistance functions of the Department of Job and Family Services.

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, ethical 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. Organizes and directs the development, planning, implementation and monitoring of all programs within the assigned division.
5. Researches, reads and analyzes new material relevant to service programs and develops plans for the efficient and effective implementation and continuation of service within the assigned division.
6. Develops community resources to benefit programs and recipients.
7. Develops policy and procedures for service delivery, program integrity and accountability, ensuring that programs and functions adhere to state, federal and local laws and regulations.
8. Interprets programs within the assigned division.
9. Performs investigative duties, monitoring employees, program services and program providers to assure services are being rendered.
10. Performs direct and indirect supervisory and administrative functions, including determination of staffing levels, budget development, policy and procedure over the assigned division.

11. Determines staffing levels and the need for new staff members and divisional structure based on service needs.
12. Interviews applicants and makes recommendations to the Deputy Director for hiring of new employees or the redistribution of staff.
13. Completes performance evaluations; initiates actions for discipline and termination of employees.
14. Reviews, approves and denies leave requests.
15. Identifies training needs and arranges for appropriate sessions, seminars and presentations; evaluates training effectiveness.
16. Meets with subordinates regarding policy changes, problems and grievances; determines workload, assigns and reviews work of subordinates.
17. Provides technical assistance and training to supervisors and other agency employees, providing back-up to supervisors in their absence.
18. Performs public relations functions on behalf of the Director of Job and Family Services in his/her absence or as assigned.
19. Attends required meetings and training.
20. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties
21. Performs other duties as assigned.

Knowledge, Skills and Abilities

Knowledge of: Federal, State and local laws, rules and regulations; supervisory practices; fiscal and budgetary management; Public Administration; social welfare issues; program planning and development; contracts, proposals and grants; negotiation tactics; state funding issues; program implementation; client services programs; training and development practices; computer operations; public relations issues; management issues; Business Administration; personnel practices; administrative practices; state hearing procedures; mathematics; English grammar and composition; interviewing principles; evaluation procedures.

Skill in: Organization; oral communication; writing; interviewing; supervision; interpreting effectiveness of programs based on data, previous experience and observations; negotiation; public relations; performing computer operations; public speaking.

Ability to: Supervise; work with others; interpret policies and procedures; listen for problems and provide responses or explanations; coordinate the actions of others; understand manuals and verbal instruction; complete forms; write reports; interview; select qualified candidates; assign and monitor the work of others; deal with employee problems/concerns; evaluate the work of others; make independent decisions; discipline others; prepare proposals, contracts and grant applications; interpret laws, policies, procedures and regulations; communicate with others; research client services programs; resolve a wide range of problems; negotiate with others; extract information from various sources; evaluate programs of effectiveness and compliance with rules and regulations; develop new procedures, policies and programs; coordinate and implement programs; work on multiple tasks/projects; perform needs analysis; comprehend a wide variety of complex technical, written material; provide advice to others regarding Agency policy and procedures; interact with high ranking officials; explain legal or technical issues to others; use computers; act as a team leader; speak in public.

Qualifications

Completion of Master=s degree and three (3) years of administrative/managerial experience including responsibility for managing the public assistance aspects of an organization or program and operational areas and assisting in developing and implementing policies, programs, laws, rules and/or regulations. At least two (2) of the three (3) years must have been as a supervisor over subordinate staff and/or contractors.

or

Bachelor=s degree (or substantial completion) and three (3) years of administrative/managerial experience including responsibility for managing the public assistance aspects of an organization or program and operational areas and assisting in developing and implementing policies, programs, laws, rules and or regulations. At least two (2) of the three (3) years must have been as a supervisor over subordinate staff and/or contractors. In addition, candidate must have twelve (12) months experience in social welfare and six (6) months experience in management.

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 environmental factors (e.g., cold, excessive heat, noise, fumes, dirt, contagious diseases, unsanitary conditions, insect infestation, bodily wastes, odors, common office chemicals, such as toner and correction fluid); may involve lifting up to 40 pounds (i.e., paper, supplies).

	Signature of Agency Representative:	Date:
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