

FAMILY SUPPORT SUPERVISOR

Nature of Work: Under general administrative direction, performs full-performance level supervisory work involving the planning, organizing, assigning and evaluation of subordinate staff engaged in the delivery of case management services to applicants and recipients of public assistance and employment service programs operated by the Office of Family Support. This class involves the supervision of staff providing time limited case management services identified by a personal responsibility contract negotiated with each applicant/ recipient. Work includes coordination of programmatic functions with other state and community service organizations, establishing effective working relationships with other agencies, advocacy groups, employers and clients, and assuring that work activities comply with federal and state regulations, policies and procedures. May represent the Department of Health and Human Resources at meetings and in various hearings as required. Performs other related duties as required.

Examples of Work

- Counsels and directs the subordinate staff, reviews program effectiveness and efficiency, makes recommendations for improvement of office and program performance.
- Assists in the development and maintenance of acceptable standards for case work and associated activities involved in the provision of services to the eligible population.
- Ensures that all procedures for providing case management services and the determination of eligibility for departmental programs are within accordance to federal and state regulations, policies and procedures.
- Plans, organizes, supervises, assigns and reviews the work of subordinate staff providing time limited case management services to applicants/recipients.
- Interprets the application of regulations, policies and procedures to the staff and the general public.
- Analyzes office and worker performance levels, makes recommendations for improvements, develops and recommends worker training opportunities, prepares periodical and special reports on staff/unit performance.
- Maintains records, data and information necessary for budget and performance evaluations.
- Participates in the personnel process by recommending the appointment, advancement, discipline and termination of employees and/or applicants.

FAMILY SUPPORT SUPERVISOR (CONT'D)**Knowledge, Skills and Abilities**

- Knowledge of the federal and state laws pertaining to the services of the Department of Health and Human Resources.
- Knowledge of the functions, operation and objectives of the community service offices.
- Knowledge of the theories, principles, methods and procedures of the areas of assignment.
- Knowledge of the functions, policies, procedures and operations of private, local, state and federal welfare office and agencies.
- Knowledge of the principles and practices of supervision and personnel management.
- Knowledge of social, employment and economic conditions and resources of the area.
- Ability to plan, organize, assign and review the work of others.
- Ability to establish and maintain effective working relationships with area and state offices, community and public officials, and client advocacy groups.
- Ability to interpret and apply federal and state regulations and policies in the area of assignment.
- Ability to evaluate program effectiveness; develop and implement corrective actions.
- Ability to communicate effectively both orally and in writing; ability to make effective presentations to public groups.
- Ability to plan and organize work independently and effectively.
- Ability to exercise tact in dealing with others and rendering assistance in the area of assignment.
- Ability to maintain records and prepare regular and special reports on unit activities.
- Ability to represent the Department at meetings and hearings as necessary.

Minimum Qualifications

Training: A bachelor's degree from an accredited college or university.

Substitution: Any combination of college training and/or full-time or equivalent part-time paid experience in interviewing clients, customers or the public and evaluating the data against established standards and guidelines, or in a field of work where experience has been gained in helping troubled individuals and/or families toward normal social development may substitute for the required training on a year-for-year basis.

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FAMILY SUPPORT SUPERVISOR (CONT'D)

Minimum Qualifications

Experience: Five years of full-time or equivalent part-time paid experience in interviewing clients, customers or the public and evaluating the data against established standards and guidelines, or in a field of work where experience has been gained in helping troubled individuals and/or families toward normal social development.

Substitution: Graduate study may be substituted for the required experience on a year-for-year basis.

Effective: 8/15/96
Established: 8/15/96