

SOCIAL SERVICES SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position in which incumbents coordinate, plan and supervise the day-to-day activity and have the responsibility for the performance of a unit of the agency involved in the delivery of case management and a financial service program(s) such as temporary assistance and food stamps or medical assistance. Incumbents exercise considerable independence of action and judgment in discharging responsibilities of the unit. Accountability for unit performance is deemed essential. Significant contact with other agency professional and managerial personnel will occur as part of the process of coordinating, monitoring and evaluating unit activities. Supervision is exercised over a number of social service personnel. Work is performed under the general supervision of a higher level employee with substantial leeway in the performance of supervisory responsibilities and judgment. Performs related work as required.

TYPICAL WORK ACTIVITIES (Illustrative only):

Plans, coordinates and supervises the day-to-day activities of an assigned unit of responsibility;

Evaluates quality and effectiveness of staff work, as well as the strengths and weaknesses of individual workers;

Identifies the need for corrective action through quality control review and random sampling;

Reviews all decisions made by front-line workers and authorizes benefits;

Reviews Administrative Directives (ADMs), Local Commissioner Memorandums (LCMs), Informational Letters (INFs), General Information Systems (GIS), and Automated Budget Eligibility Logic (MABEL) bulletins from the state and ensure that changes are implemented on a timely basis;

Maintain thorough knowledge of rules, regulations and policies governing assigned benefit programs;

Maintain current knowledge of all System updates, including the Welfare Management System (WMS) and Client Notices System (CNS);

Conduct Unit meetings and review new policies with staff;

Review and sign-off on all monetary payment lines;

Authorize Emergency benefits such as expedited food Stamps, heating fuel, and housing;

Assure good working relationship with staff within the Unit and within the Agency;

Review WMS Supervisory Reports, and distribute for action and follow-up;

Conduct monthly group recertifications;

Assist in Fair Hearing preparation by reviewing facts of the case, budgets and proper application of rules and regulations;

Conduct conferences with clients and their worker for possible resolution prior to Fair Hearing;

Monitor compliance with Fair Hearing directives and decisions;

Review and authorize referrals to other units, especially for further investigation in cases of suspected fraud;

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Assign appropriate duties to clerical staff;
Review requests for time off by staff to assure proper coverage in Unit;
Establish and maintain a working relationship with community agencies and vendors to assist in the provision of services to those that qualify;
Answer all questions from the community concerning eligibility criteria for assigned programs;
Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of applicable federal, state and local laws, rules, regulations and procedures as they relate to the area of assignment; good knowledge of the philosophy and operations of social service agencies; good knowledge of modern principles of supervision and management; ability to plan, direct and evaluate the work of assigned personnel; ability to instruct assigned personnel in various aspects of agency policy and procedures, job functions and improving job performance; ability to lead and motivate assigned personnel; ability to manage or resolve interpersonal problems which may exist among staff; ability to communicate effectively both orally and in writing; ability to identify critical program problems and to formulate and implement appropriate changes into ongoing operations with minimum disruption; ability to interpret numerical and narrative information; initiative; integrity; sound professional judgment; leadership; resourcefulness.

MINIMUM QUALIFICATIONS: Either

- a) Bachelor's degree and one (1) year of experience in the examination, investigation or evaluation of requests for financial entitlements or eligibility in compliance with State and/or Federal laws and rules regulating benefit issuance which includes interviewing for evaluative and assessment purposes or substantially similar work; or
- b) Associate's degree and three (3) years of the experience described in a) above; or
- c) A satisfactory equivalent combination of the above outlined education and experience.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.

SPECIAL REQUIREMENT:

Access to transportation may be required to complete possible field work assignments in a timely and efficient manner.