

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Income Maintenance Administrator II
Department: Social Services
Revised : August 2017

Class : Professional
FLSA : Exempt

This job description supersedes any prior description for the Income Maintenance Administrator II classification.

GENERAL DESCRIPTION

Responsible administrative and technical management of the Income Maintenance programs within the County. Responsible for directing program supervisors who are in turn responsible for managing the day-to-day functions within the specific area of responsibility. Responsible for overall planning and budgeting for the Income Maintenance programs, as well as, presenting and justifying income maintenance budgetary needs to the Social Services Board and Board of County Commissioners. Involved in the development of program and community needs assessments. Positions at this level differ from lower level income maintenance administrators by their greater independence in long-range planning for the income maintenance units under their supervision as well as their involvement as a member of the management team in long-range planning for the entire agency. Requires administrative accountability, policy development, a high level of involvement in the management team decision-making process, and administrative/technical problem solving. Supervision is exercised over a number of supervisors and subordinates. Supervision is received from the Director of Social Services, who evaluates work through analysis of program accomplishments and through periodic conferences.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Administers and manages programs in the Income Maintenance Division including Food and Nutrition Services, Work First Family Assistance, Child Care Subsidy, Medicaid, Low Income Energy, Crisis Intervention, and Special Assistance; oversees the supervision of administrative support units, Medicaid Transportation, and other units as deemed necessary.

Exercises a wide variety of responsibilities related to the planning, organization, management, and coordination of activities concerned with the various Income Maintenance programs within the County.

Coordinates all income maintenance audits, quality control reviews, application monitoring, and management evaluation reviews required by the County and the State.

Assists supervisors in planning for their units, arranging for necessary training, handling personnel problems, obtaining and communicating necessary information from the administration to employees, and understanding changes in policies and procedures.

Ensures that supervisors provide necessary on-the-job training and arranges for training by State staff and other professionals; assesses training process and makes necessary modifications.

Reviews quality and quantity of subordinate staff members work by analyzing information gathered in conferences with supervisors and staff and review of case records, reports, and statistical data; makes significant changes in personnel assignments, staffing, business processes, and organizational design to assure that the work of the units is being processed in an efficient manner.

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Assists the Social Services Director in presenting program information and the Income Maintenance budget to the Social Services Board; monitors quarterly expenditures.

Ensures compliance with county, state, and federal laws, regulations, and policies as well as professional ethics through discussions with supervisors and staff, community professionals, and State officials.

Oversees the interviewing of applicants and makes recommendations for hire of new employees to the Social Services Director to ensure that the best qualified applicants are hired; evaluates performance of supervisors through written and verbal appraisals; counsels staff regarding performance and grievance policies; issues disciplinary actions including oral and written warnings.

Serves as the coordinator for all local appeals hearings for Social Services Programs in which applicants and recipients have appeal rights.

This position regularly utilizes NCFAST to oversee, complete, and support eligibility activities.

OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of all Income Maintenance programs.

Thorough knowledge of the Income Maintenance manuals and of the forms and documents used in determining eligibility for all program areas.

Thorough knowledge of needs, problems, and attitudes of disadvantaged persons.

Thorough knowledge of budgeting and planning process.

Thorough knowledge of agency and community programs and services.

Thorough knowledge of community needs assessment techniques.

Thorough knowledge of the laws, regulations, and policies which govern social services programs.

Considerable knowledge of the principles and techniques of public administration, including personnel administration, budgeting, and management practices.

Considerable ability to organize, direct, and plan for Income Maintenance programs.

Ability to instruct, organize, and supervise subordinate staff.

Ability to establish and maintain effective working relationships with applicants, the Social Services Director, Social Services Board, County officials, and the general public.

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Ability to plan and evaluate the services of a large, comprehensive eligibility program.

Ability to represent the Income Maintenance program in departmental meetings and community conferences.

Ability to communicate effectively, orally and in writing, and to effectively present information.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle.

EXPOSURE CONTROL

Employee is not substantially exposed to adverse environmental conditions (such as typical office or administrative work). Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's Degree from an accredited college or university in a human service field, business or public administration and five years of experience in income maintenance or service program and three years of supervisory or administrative experience, two of which must have been in an income maintenance program; or an equivalent combination of training and experience.

**This job description does not create an employment contract,
implied or otherwise.**