

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Income Maintenance Supervisor II
Department: Social Services
Revised : October 2016

Class: Professional
FLSA: Exempt

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

GENERAL DESCRIPTION

Responsible administrative and supervisory work involving the eligibility of clients of the Department of Social Services for various Income Maintenance and Public Assistance programs. Work is circumscribed by a variety of federal and state laws, policies, regulations and procedures. There is opportunity for independent judgment and initiative within restrictions. Supervision is given to a staff of paraprofessional and clerical personnel. Supervision is received from the Income Maintenance Administrator I. Work is reviewed after the fact, generally through an analysis of quality assurance reports and 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.)

Plans, programs, supervises, monitors and controls subordinates in keeping with the varied aspects of eligibility for various assistance programs.

Interviews applicants and makes recommendations for hire, promotion, and other status changes for staff supervised which is given particular weight by the Social Services Director.

Assigns and balances the workloads within the Unit and coordinates the overall workflow of IM Caseworkers.

Serves as a local hearing officer for the Agency including scheduling the hearing date, conducting the hearing, and ruling on the issues presented to determine if the Agency acted in accordance with policy in taking action on a case

Reviews constantly changing regulations, directives and other information relating to assistance programs and interprets changes for subordinates.

Assesses staff development needs; develops proper training materials, arranges for needed training, and presents training to subordinates as needed.

Sets objective standards of performance for subordinates; evaluates job performance, conducts formal and informal performance appraisals, develops Work Improvement Plans, and issues the appropriate disciplinary actions to subordinates.

Makes budget recommendations regarding equipment, space, and staffing needs within assigned Unit.

Conducts second party reviews of the work of Caseworkers through the random sampling and evaluation of ongoing cases processed by their staff.

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

Job Title: Income Maintenance Supervisor II
Page : 2

OTHER JOB FUNCTIONS

Prepares and maintains a variety of reports and records.

Performs related duties as required.

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

KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of all Income Maintenance programs, forms, documents, and manuals used to determine eligibility in the program area supervised.

Thorough knowledge of the federal and state rules and regulations governing eligibility for assistance under various programs.

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

General knowledge of all agency programs and services and community services and programs which could affect the client/applicant.

Skill in mathematical reasoning and computation.

Ability to instruct, organize, direct, and supervise lower level employees performing income maintenance duties.

Ability to communicate effectively with employees, supervisors, applicants and community agencies in order to obtain pertinent data and to interpret rules and regulations.

Ability to read, analyze, and interpret a variety of rules, regulations, and procedures of varying complexity.

Ability to present information orally and in written form.

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 35 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. Employee is not substantially exposed to adverse conditions or hazardous materials.

EXPOSURE CONTROL

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 and three years of experience as an Income Maintenance Caseworker or Investigator, preferably with one year of supervisory experience; or an Associate's Degree from an accredited college in Human Services, Business Administration, or related area and four years of experience as an Income Maintenance Caseworker, preferably with one year of supervisory experience; or equivalent combination of training and experience.

Job Title: Income Maintenance Supervisor II
Page : 3

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