

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Social Services Program Manager I
Department: Social Services
Revised : August 2015

Class : Professional
FLSA : Exempt

This job description supersedes any prior description for the Social Services Program Manager I classification.

GENERAL DESCRIPTION

Responsible administrative and program management of the following agency programs: Child Day Care Services, Work First Cash and Employment Services, Work First Emergency Assistance, Income Maintenance and training, and Medicaid Transportation. Position is responsible for ensuring compliance with all local, State, and Federal regulations associated with each program to include program operations and staffing. Work requires considerable involvement in the areas of policy development and interpretation, training, and program monitoring. Employees assist in the development of, and take responsibility for the implementation of corrective action plans for the Department of Social Services in administering program policies and regulations. Employee supervises the work of social workers, income maintenance caseworkers, and support staff. Supervision is received from the Income Maintenance Administrator II, 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.)

Ensures compliance with local, State, and Federal regulations associated with each program area to include program operations and staffing.

Sets the direction of the Division in compliance with the Mission Statement of the Agency and supports employees in accomplishing the goals related to that direction.

Oversees the interviewing of applicants and makes recommendations for hire of new employees; evaluates performance of supervisors through written and verbal appraisals; counsels staff regarding performance and grievance policies; issues disciplinary procedures including written warnings.

Meets with a planning committee of community leaders to participate in the development of the Work First Biennial Plan for submission to the State and ensures the Plan's compliance with requirements.

Schedules and prepares the hearing summaries for Work First Extension and Hardship Hearings and presents the Agency's evidence in these hearings.

Coordinates the education and professional development of staff; directs a training team for Economic Services Division; ensures the training curriculum is structured and revised to meet training needs of staff.

Develops and monitors the contracts for the Crisis Intervention Program and Non-Emergency Medicaid Transportation; collaborates with community agencies to meet the needs of citizens.

Assists the Social Services Director with the division's budget; evaluates staff needs for program operations and makes necessary recommendations; and monitors division expenditures.

Job Title: Social Services Program Manager I

Page : 2

OTHER JOB FUNCTIONS

Performs related duties as required.

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

KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of social services and eligibility programs.

Considerable knowledge of agency and community programs and services.

Considerable knowledge of social and economic factors and problems existing in the community.

Considerable knowledge of the laws, regulations, and policies that govern social services and eligibility programs.

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

Ability to understand the applications of automation to specific programs.

Ability to initiate, organize, direct, and plan for programs administered and to evaluate and analyze their effectiveness.

Ability to instruct and supervise subordinate a staff of professional and support positions.

Ability to establish and maintain effective working relationships with staff from Federal, State, and local agencies, clients, private service providers, County officials, and the general public.

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. Employee may be exposed to 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 in a Human Services field and four years of experience in eligibility determination in Medicaid or Food and Nutrition Services or a combination of social work and eligibility determination, one of which must be in a supervisory, leadworker, or consultative capacity; or an equivalent combination of education and experience.

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