

POSITION DESCRIPTION

Gallia County Department of
Job and Family Services

BARGAINING UNIT Classification Series:

- ☐ Account Clerk (165)
☐ Employment Services (642)
☐ Eligibility Referral (172)
☐ Child Support (262)

NON-BARGAINING UNIT:

- ☐ Confidential ☒ Supervisor ☐ Administrator

POSITION CONTROL NUMBER
21000.0

CLASS TITLE
ELIGIBILITY REFERRAL SUPERVISOR I

☒ FULL-TIME	☒ PERMANENT	☐ CLASSIFIED	OVERTIME:	☐ NEW POSITION
☐ PART-TIME	☐ TEMPORARY	☒ UNCLASSIFIED	☒ ELIGIBLE	☒ CHANGE/UPDATE POSITION
	☐ INTERMITTENT		☐ EXEMPT	☐ RECLASSIFIED POSITION

USUAL WORKING TITLE OF POSITION

Eligibility Referral Supervisor 1

CLASSIFICATION OF POSITIONS DIRECTLY SUPERVISED:

Eligibility Referral

NORMAL WORKING HOURS (Explain unusual or rotating shift)

7:00 AM TO 5:00 PM

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
90%	Under general supervision, assists in the planning, implementation, and administration of Public Assistance Programs (e.g., TANF Cash, SNAP, Medicaid and PRC), developing routine procedures as needed to ensure efficiency & effectiveness of work flow to provide services to the public within the parameters established under State, Federal & local laws, rules & regulations. Develops, maintains & provides reports regarding staff performance & provision of services on regular basis as defined by supervisor. Provides direct supervision of personnel to ensure that policies & procedures are carried out in accordance with State, Federal & local rules & regulations (e.g.: observes, analyzes & plans work, monitors work flow & assigns duties, schedules staff to effectively cover work needs, conducts staff meetings, instructs, schedules for training &/or trains staff in established procedures, develops training (e.g.: creates training program & materials for transfer of learning of subject, administers testing method to ensure comprehension, notes success & failure of trainees & addresses appropriately), maintains records of staff performance & observed work behaviors, utilizes records to evaluate employee performance to ensure evaluation is timely per applicable rules, accurately reflects documented performance & behavior, promotes communication, mentoring &	Knowledge of: supervision, grant management, budgeting, human relations, agency policies & procedures, interviewing, Public Assistance rules & regulations, human resource relations, human relations, office practices & procedures, agency policies & procedures, program rules/regulations, government structure & process, law (re: confidentiality & public records, Public Assistance Programs (e.g.: SNAP, CASH, TANF, MEDICAID, etc.), counseling, interviewing Skills in: human resources, typing, proficient use of personal computer programs (e.g.: WORD, Excel, Chrome, Internet Explorer, Yahoo, Google, etc.), proficiency in State network programs (e.g.: Novell, Outlook, Ohio Benefits, etc), office equipment use (e.g.: phone, calculate, copier, fax scanner,, etc.); Ability to: supervise teams, recognize unusual or threatening conditions & take appropriate action, create and carry out instructions in written, oral or picture form, deal with problems involving several variables in familiar context, apply principles to

development of staff; recommends & administers discipline (e.g.: verbal, written, suspension, dismissal) to affect positive change when appropriate following established disciplinary procedures, provides adjustments & solutions to grievances at the supervisory level in accordance with the Personnel Policy Manual (PPM) and Collective Bargaining Agreement (CBA), recommends & administers rewards to recognize positive staff performance, receives reports of & investigates accidents/injuries, ensures proper notification occurs & forms are completed per policy, recommends approval or denial of leave requests, keeps Director and or designee properly informed of employee concerns & needs). Participates in Interview Teams as assigned (reviews resume(s), when requested, providing input in interview selections, provides input on interview questions, interviews applicants, participates in discussion & makes recommendation for hire, transfer, promotion & assignment). Provides input as requested or assigned regarding staffing needs relative to layoffs, job abolishment & recall). Testify at hearings & in court as subpoenaed or assigned.

Develops & maintains lines of communication between the agency & the public Works with other agency departments, county agencies, service organizations & businesses to interpret programs & policies, promote public awareness, plan services, share resources & long-range goal planning by attending community meetings & serving on advisory committees as assigned. Attends conferences, meetings & training sessions as assigned & conducts meetings & training sessions & makes presentations to learn, impart information & assist in the identification of needs & provision of community service needs.

Interviews dissatisfied customers in person, by phone or other method to attempt to resolve problems, explain programs & processes & answers customer complaints. Answers inquiries from the general public & other providers as allowed by law or rule.

Handles confidential caseloads.

10% All other duties as assigned by Director and/or designee.

solve practical, everyday problems, define problems, collect data, establish facts & draw valid conclusions, calculate fractions, decimals & percentages, create & complete routine forms, maintain accurate records, originate routine business letters reflecting standard procedures, understands manuals & verbal instructions, technical in nature, use proper research methods in gathering data, gather, collate & classify information about data, people, or things, cooperate with coworkers on group projects, handle sensitive inquiries from & contacts with officials & general public, develop good rapport with customers, handle as well as adapt to change, (i.e., constant change in program, systems, situations, etc.), define problems, collect data, establish facts & draw valid conclusions, recognize unusual or threatening conditions & take appropriate action, carry out written or oral instructions, deal with problems involving several variables in unfamiliar context, define problems, collect data, establish facts & draw valid conclusions, complete routine forms, maintain accurate records, use research methods in gathering data, answer complex telephone inquiries from the general public, handle sensitive inquiries from & contacts with officials & general public, read, copy & record data accurately, create materials accurately & recognize grammatical & spelling errors. Conducts one's self with courtesy, respect and consideration towards the public and coworkers at all times. Ability to work with others. Demonstrates regular, punctual and predictable attendance. Maintain valid Ohio driver's license & insurability through County liability coverage. Meet Federal and State requirements regarding system(s) security (such as requirements concerning FTI, HIPPA, etc.). Maintains regular & predictable attendance as well as completes necessary overtime to assure duties are completed timely.

MINIMUM CLASS REQUIREMENTS: (including license, if any) Bachelor Degree with core coursework in one of the following: human services; social services; education; business administration; public administration, (or equivalent field of study); OR A minimum of an Associate Degree with core coursework in the same plus two years of supervisory experience (or equivalent mixture of course work, work experience and/or related Certifications). Acceptable "equivalent" is at the sole discretion of the Agency.

SIGNATURE OF AGENCY DIRECTOR/ADMINISTRATOR:



DATE

2/6/2019

FOR BARGAINING UNIT POSITIONS:

PROVIDED COPY TO CHIEF UNION STEWARD ON:

_____ Date BY: ☐ Email ☐ Hand Delivered

SIGNATURE OF AGENCY REPRESENTATIVE