

## SOLANO COUNTY SPECIAL PROGRAMS SUPERVISOR

### **DEFINITION:**

Under direction, plans, organizes, directs, and supervises the work of a staff performing program support duties of appeals, foster care, overpayment recovery, quality control, or training, which require substantial involvement in both the public assistance and employment services programs; and performs related duties as required.

### **DISTINGUISHING CHARACTERISTICS:**

This is a full supervisory level. This class is distinguished from Eligibility Benefits Specialist Supervisor and Employment Resources Specialist Supervisor classes in that these other two supervisory classes supervise units of staff providing direct services to clients and recipients while the Special Program Supervisor supervise units responsible for functions in support of line operations.

### **EXAMPLES OF DUTIES:**

1. Supervises and evaluates the work of a staff engaged in program support to both public assistance grant and employment services programs; coordinates activities to ensure timely completion of tasks and projects; interviews and participates in selection of staff; provides training and staff development; ensures that staff maintains an appropriate work flow to meet department standards; develops and implements unit work goals and monitors progress toward these goals; conducts group and individual employee conferences to discuss or interpret departmental rules, regulations, policies and procedures, and performance problems; identifies and resolves operational problems; receives and resolves employee complaints and makes recommendations to superiors on difficult and complex personnel matters.
2. Supervises specialized staff and units responsible for, appeals, foster care, overpayment recovery, quality control, or training functions.
3. Establishes and oversees unit planning and workload management to ensure timely and complete adherence to deadlines and standards.
4. Ensures compliance with applicable rules, regulations, policies, and procedures governing eligibility grant determination, employment services provision, appeals, quality control, and other matters related to line operation of public assistance and employment services programs; provides direction and guidance in the appropriate application of policies and procedures to complex or unusual case circumstances; provides guidance in the use of various automated systems and related tools to meet processing and reporting requirements; receives and responds to inquiries from the general public and other agencies; resolves a variety of complaints from the general public, including recipients and applicants.
5. Reads, analyzes, and interprets legal decisions, regulations, informational notices, and policy statements issued by state and federal agencies to determine impact on local operations; assists in

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planning and implementing changes in procedures affecting agency and inter-agency operations.

6. Receives and resolves complaints from assigned personnel and makes recommendations to management on difficult and complex personnel matters; receives and resolves a variety of complaints from the general public, recipients, and denied applicants.
7. Serves as a technical resource to management, line staff, attorneys, and representatives of other organizations in the technical interpretation and application of regulations and local procedures.
8. May be assigned to additional supervisory, training, and/or routine administrative responsibilities, including responsibility for training program participants; assisting other unit supervisors in interviewing candidates for employment and making hiring recommendations to management and training new supervisors and support staff; may serve as a member of an ad hoc departmental management policy and procedure study team; may prepare narrative and statistical reports; may represent the department at various committee meetings and conferences.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; sufficient manual dexterity to perform repetitive motion in various duties such as: key boarding, writing, filing, reaching and grasping above shoulder level; normal eye-hand coordination; body strength sufficient to lift and carry case files; corrected vision to normal range to read fine print and computer screen; corrected hearing to speak and hear sufficiently to communicate clearly over the telephone and in person; ability to use of office equipment including telephones, calculators, copiers, facsimile, computers, and other related peripheral equipment such as printers and scanners.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment and includes continuous contact with staff and the public; may be required to enter private homes to make family home visits for purpose of investigation; work may involve stressful situations and includes dealing with erratic and sometimes threatening behavior; may travel to community areas that are potentially dangerous.

### **MINIMUM QUALIFICATIONS**

Knowledge of: Policies, rules and regulations governing eligibility for public assistance and employment services programs administered by the agency; including grant determination, employment orientation, employment search techniques, work-readiness appraisal, employment plan development, vocational assessment, case management, record maintenance, administrative hearings, confidentiality standards, and effective communication techniques; the functions of public social service agencies and the sources of information necessary to determine eligibility of participants in various public assistance benefit programs; resources available in the community for referral or utilization in public assistance programs; report writing, conflict resolution, and fraud detection, principles of supervision, progressive discipline, performance evaluation, adult learning, training, and instructional methods and techniques; the operation of automated office equipment and case management/benefit issuance systems utilized by the department.

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Ability to: Plan, assign, and supervise the work of staff; assist in the development and implementation of necessary policy and procedures; apply effective interpersonal skills; speak and write effectively; prepare and present a variety of technical oral and written reports; maintain confidentiality standards recognize and respect authority and responsibility limits; delegate and control the activities of subordinates; identify and analyze work unit problems and develop necessary changes; conduct research on regulations, procedures and technical reference materials; establish and enforce work priorities; establish and maintain cooperative working relationships with community groups, resource agencies, fellow employees and the general public; work effectively with other units of the department; train, discipline and develop staff; train and instruct staff in the operation of automated office equipment and systems used by the agency; identify problems requiring referral to other agencies or staff; analyze situations accurately and adopt an effective course of action; use available sources of information effectively in determining need and eligibility.

### **EDUCATION AND EXPERIENCE:**

#### **Experience:**

Broad and diverse experience in multiple public assistance benefits programs including:

1. Two years of experience performing duties equivalent to an Employment Resources Specialist III (Employment and Training Worker III) or an Eligibility Benefits Specialist III (Eligibility Worker III) in a California County Department of Social Services. If the III level experience does not include one year of lead or supervisory experience, one year of lead or supervisory experience in any field in other work experience is required, OR
2. One year of experience performing duties equivalent to an Eligibility Benefits Specialist Supervisor (Eligibility Supervisor), Employment Resources Specialist Supervisor, Special Programs Supervisor, or Program Specialist.

#### **Education:**

An Associate's degree or completion of equivalent credit units from an accredited college or university is required preferably in behavioral science, business administration, humanities, public administration, social science or a related field.

A Bachelor's degree from an accredited college or university in the above fields of study or a related field is preferred.

A Bachelor's degree in the above field of study or a related field may be substituted for one year of the required experience except for the lead or supervisory experience.

### **SPECIAL REQUIREMENTS**

Drivers License: Possession of a valid California Class C Drivers License may be required at the time of appointment. Loss of the Class C Drivers License is a cause for discipline. Individuals who do not

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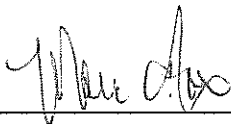
meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Assignment Requirements; Some positions in these classes may require work in an out-station location or in a setting with other professionals integrated as a team.

### SUPPLEMENTAL INFORMATION

Travel: Independent travel may be required.

Child Abuse Reporting: Selectees for employment must as a condition of employment sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.



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Marc A. Fox, Director of Human Resources

Rev. 12/00

Rev. 10/9/13