

COUNTY OF SOLANO

EMPLOYMENT/ELIGIBILITY SERVICES MANAGER

DEFINITION

Plans, organizes, directs and supervises the operations of one or more employment and/or eligibility services programs within the Health and Social Services Department; assists in the development, implementation and evaluation of goals, objectives, policies and procedures related to one or more service area; provides staff support to higher level management within the assigned division; serves as a member of the department's management/supervisory team.

CLASS CHARACTERISTICS

This class is characterized by the responsibility for the ongoing management responsibility over one or more eligibility/employment services programs to include CalWORKS, Food Stamps, General assistance, MediCal, County Medical Services Program, and/or Eligibility Services Administration. This class is distinguished from the classification of Deputy Director of Health and Social Services in that the latter is responsible for the operational activities of an entire division within the department and supervises this class.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from a Deputy Director of the Department.

Exercises supervision over supervisory, technical and clerical staff.

EXAMPLES OF DUTIES *-Duties may include but are not limited to the following:*

Plans, organizes and manages an Employment/Eligibility Services Programs according to department and funding source requirements; monitors expenditures and service revenues; assists in maintaining budgetary control; develops data collection systems and prepares regular statistical and progress reports.

Gathers and analyzes information to determine new and ongoing program needs; determines program objectives and formulates procedures and protocols for program services; monitors progress toward objectives.

Participates in the development and implementation of goals, objectives, policies, and priorities for the assigned units.

Reads, analyzes and interprets laws, regulations, policies and procedures governing assigned program operations; determines and reports on impact of proposed legislative and regulatory changes; assists in development of County polices to effect changes in program operations.

Determines internal program organizational structure; supervises, trains, assigns and evaluates staff; determines program utilization of own staff and other departmental personnel; confers with and/or makes recommendations to the management team with respect to complex personnel employee relations matters, as well as public contact problems, which may have significant administrative or legal consequence.

Plans, develops, implements and coordinates staff development training in assigned programs; trains and assists staff in determining appropriate social services needed by customers and for providing the applicable services and referrals; monitors and evaluates training programs.

Develop and write grant or contract proposals; prepares narrative statements identifying needs, objectives, methods, evaluation and budgets.

Represents the division or department on task forces, planning bodies, committees and other groups; confers with representatives of funding sources and licensing bodies; explains the division or department role to officials, groups and individuals.

Attends and participates in professional groups meetings, committees, and boards; stays abreast of trends and regulations in the field; maintains current knowledge of community resources and programs in order to provide information and referral to clients.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principals and practices of public administration and program management, including planning, implementation, and evaluation.

Current trends in research, education and related services.

Budget expenditure monitoring.

Policies, regulations and procedures governing assigned programs in public assistance; goals and limitations of public programs within a specific assignment; legal requirements affecting service delivery and operations.

Techniques used to establish and maintain effective communication with clients; socio-economic factors affecting the client; needs, problems and behavior of people in target population.

Case review practices and techniques.

Services provided by Solano and other surrounding counties.

Record maintenance and case management practices.

Principles and practices of supervision; performance evaluation and discipline processes applicable to the public sector; staffing requirements for the program; training and supervisory practices.

Skills to:

Utilize basic office equipment.

Ability to:

Plan, organize and direct an eligibility/employment services programs.

Identify and evaluate the need for developing proposed changes in program practices and procedures.

Supervise, advise, consult with and train the work of others engaged in professional and technical work.

Comply with laws, regulations and professional practices governing program services and operations; interpret and apply a variety of complex County, State and Federal regulations, policies and guidelines related to a specific program; research regulations, procedures and/or technical reference materials

Collect and analyze data to establish/identify needs, evaluate program effectiveness; develop goals and objectives for assigned work units or projects; interpret administrative direction for incorporation into operational policy and procedure; prepare narrative and statistical reports; maintain accurate records and document actions taken.

Secure cooperation and teamwork among staff; effectively delegate responsibility and authority to others;

Organize and prioritize work assignments; determine and evaluate levels of achievement and performance.

Maintain confidentiality of information.

Communicate clearly and concisely, both orally and in writing; compose correspondence independently.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work; deal firmly and fairly with clients of various socio-economic backgrounds and temperaments; work effectively with others who have objectives contrary to assigned role.

QUALIFICATION GUIDELINES

Education and/or Experience

Experience:

Three (3) years of increasingly responsible experience in a Public Assistance program of which one year was in a supervisory capacity.

Education/Training:

A Bachelor's degree is required from an accredited college or university with a major in Social Work, Public Administration, Business Administration or a related field applicable to the area of specialization.

SPECIAL REQUIREMENTS

Possession of or ability to obtain a valid Class C California driver's license may be required.

SUPPLEMENTAL INFORMATION

Independent travel may be required.

Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 11165/11166 of the California Penal Code relating to child abuse reporting and Section 15630 relating to Adult Abuse and reporting.

Candidates for some positions in this class will be required to pass a background investigation in accordance with applicable law, regulation and/or policy.

Incumbents may be required to be able to work in an environment which may include exposure to communicable disease.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Incumbents must be able to work in an institutional environment which may include exposure to communicable disease and unpleasant working conditions.

Director of Human Resources

Revised Date: February 2003

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