CLASSIFICATION SPECIFICATION

CLASS NUMBER 30126

ELIGIBILITY/REFERRAL SUPERVISOR 2

OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES

EFFECTIVE 1/29/01

Duties are arranged in order of importance. However, the specific duties and the frequencies listed may vary across counties depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, an Eligibility/Referral Supervisor 2 may not perform all of the duties listed. However, performance of the first (I) duty a minimum of 20% of the time is mandatory for this classification.

Summary of Essential Duties

The primary purpose of the Eligibility/Referral Supervisor 2 position is to directly supervise Eligibility/Referral Supervisor 1's. In addition, the Eligibility/Referral Supervisor 2 oversees the operation of the Eligibility/Referral division, and attends meetings and serves on advisory committees to enhance the delivery of Eligibility/Referral Specialist Services to the agency's clients. The position also communicates with outside agencies concerning the employment of clients on public assistance (i.e., over the phone and in-person) as well as conducts training and meetings within the eligibility/referral division.

Duties

Frequency: 35% +/- 5%

I. Provides direct supervision to Eligibility/Referral Supervisor 1's.
   - A. Determines need for new staff members.
   - B. Interviews applicants and makes recommendations for the hiring of new employees; initiates actions for the termination of employees.
   - C. Disciplines subordinates, when necessary.
   - D. Reviews, approves, or denies employee requests for leave.
   - E. Completes performance evaluations of subordinates' work.
   - F. Meets with subordinates regarding any grievances.
   - G. Trains new supervisors in job duties.
   - H. Assigns and reviews work of subordinates.

Frequency: 33% +/- 5%

II. Oversees the operation of the Eligibility/Referral division.

Frequency: 10% +/- 5%

III. Attends meetings and serves on advisory committees to enhance the delivery of eligibility/referral specialist services to the agency's clients.

Frequency: 10% +/- 5%

IV. Communicates with outside agencies concerning the employment of clients on public assistance.

Frequency: 5% +/- 2%

V. Conducts training and meetings within the Eligibility/Referral division.

Frequency: 5% +/- 2%

VI. Performs public relations duties.

Frequency: 2%+/- 1%

VII. Assists with budget projections.

ADDITIONAL DUTIES
FOR THE CLASSIFICATION OF
ELIGIBILITY/REFERRAL SUPERVISOR 2

NOTE: Additional Duties include duties that may be performed by some but not the majority of individuals in the classification.

I. Acts as liaison to other State mandated and District agencies.
   A. Attends meetings.
   B. Answers questions to provide information and ensure understanding.

II. Assists Director of CDJFS.
   A. Acts as Director in his or her absence.
   B. Acts as liaison between director and eligibility/referral division.

III. Oversees physical facility.
   A. Ensures facility is operating efficiently.
   B. Supervises maintenance personnel.

IV. Ensures public assistance manuals are updated.

V. Oversees hearing procedures.

VI. Co-ordinates eligibility/referral activities with other units/departments within the CDJFS or with other county or pubic agencies.

KSA'S FOR THE
JOB CLASSIFICATION OF
ELIGIBILITY/REFERRAL SUPERVISOR 2

DUTY	KNOWLEDGE	SKILLS	ABILITIES
I	Computer operations; Office practices and procedures; Federal, State, and local laws, rules, and regulations pertaining to Eligibility/Referral determinations for public assistance; Program planning, development, and implementation; Administrative practices; Teaching practices; Supervisory practices; Management issues; Training and development practices; Interviewing practices; English grammar and composition; Social welfare issues; Eligibility/Referral policies, procedures, and programs. Agency computer systems (CRIS-E); Personnel practices.	Typing, Word processing; Oral communication; Organization; Writing; Interviewing; Performing computer operations; Advising Supervising.	Perform a wide variety of interrelated or non standard procedural assignments; Resolve a wide variety of problems; Work with others; Extract information from various sources; Develop new procedures, programs, and policies; Interpret policies and procedures; Work with others; Listen for problems or issues and provide responses or explanations; Counsel others involving simple or routine matters; Comprehend written material; Perform intermediate mathematical operations; Answer routine questions; Maintain accurate records; Supervise others; Understand manuals; Complete forms; Work independently; Proofread materials; Prepare correspondence; Interview others; Take emergency action; Coordinate programs; Work on multiple tasks; Monitor the work of others; Train others; Recognize errors in the work of others; Discipline others; Make independent decisions; technical material; Handle contacts with outside agencies; Explain legal and technical issues to others; Explains assignments, procedures and situations to others; Use computers, Write reports; File material numerically, alphabetically and/or chronologically.
II	Computer operations; Office practices and procedures; Federal, State, and local laws, rules, and regulations; Program planning, development, and implementation; Administrative practices; Supervisory practices; Management issues; English grammar and composition; Social welfare issues; Eligibility policies, programs, and procedures; Public assistance issues.	Typing; Word processing; Oral communication; Organization; Writing; Performing computer operations; Advising.	Gather, collate and summarize data; Perform a wide variety of interrelated or non standard procedural assignments; Resolve a wide variety of problems; Work with others; Extract information from various sources; Develop new procedures, programs, and policies; Interpret policies and procedures; Work with others; Listen for problems or issues and provide responses or explanations; Comprehend written material; Perform intermediate mathematical operations;

			Maintain accurate records; Supervise others; Understand manuals; Complete forms; Work independently; Proofread materials; Prepare correspondence; Coordinate programs; Work on multiple tasks; Monitor the work of others; Recognize errors in the work of others; Discipline others; Make independent decisions; Interpret technical material; Use computers; Write technical reports; File material numerically, alphabetically and/or chronologically.
III	Office practices and procedures; Federal, State, and local laws, rules, and regulations; Program planning; Administrative practices; Public relations issues; Supervisory practices; Management issues; Training and development practices; Employment counseling practices; English grammar and composition; JOBS unit programs; State hearings procedures.	Oral communication; Public speaking; Organization; Writing.	Resolve a wide range of problems; Extract information from various sources; Apply principles to solve unusual practical problems within a familiar context; Independently apply knowledge to carry out recurring advanced-level assignments and procedures; Comprehend a wide variety of complex technical, written material; Handle problems involving varied and unrelated processes and methods; Assist in the development of new procedures, policies, or programs; Work with others; Listen for problems or issues and provide responses or explanations; Coordinate the action of others; Negotiate wth others; Maintain accurate records; Supervise others; Prepare and deliver lectures; Understand manuals and verbal instructions; Work independently; Proofread materials; Write technical reports; Coordinate programs; Work on multiple tasks/projects; Monitor the work of others; Assign work to others; Handle contacts with outside agencies; Recognize errors in the work of others; Discipline others; Explain technical material to others; Explain assignments, procedures, or situations to others.
IV	Federal, State, and local laws, rules, and regulations pertaining to Eligibility/Referral determinations for public assistance; Program implementation; Public relations issues; Teaching practices; Supervisory practices; Program implementation;	Oral communication; Public speaking; Organization; Writing; Advising.	Work with others; Give or exchange routine facts and information; Listen for problems or issues and provide responses or explanations; Answer routine inquires; Drive an automobile; Prepare and deliver lectures; Work independently;

	Management issues; Training and development practices; English grammar and composition; Social welfare issues; Automotive operation; Community resources: schools, civic organizations, churches, etc.		Deal with problems in a familiar context; Handle contacts with outside agencies; Explain technical information to others; Speak before an audience.
V	Computer operations; Office practices and procedures; Federal, State, and local laws, rules, and regulations pertaining to eligibility determinations for public assistance; Program planning, development, and implementation; Administrative practices; Teaching practices; Supervisory practices; Management issues; Training and development practices; Interviewing practices; English grammar and composition; Social welfare issues; Intermediate mathematics**.**	Typing, Word processing; Oral communication; Organization; Writing; Performing computer operations; Advising; Teaching; Training.	Perform a wide variety of interrelated or non standard procedural assignments; Resolve a wide variety of problems; Work with others; Extract information from various sources; Develop new procedures, programs, and policies; Interpret policies and procedures; Listen for problems or issues and provide responses or explanations; Counsels others involving simple or routine matters; Protects others from injury; Comprehend written material; Perform intermediate mathematical operations; Answer routine questions; Maintain accurate records; Supervise others; Understand manuals; Complete forms; Work independently; Proofread materials; Prepare correspondence; Interview others; Take emergency action; Coordinate programs; Work on multiple tasks; Monitor the work of others; Train others; Recognize errors in the work of others; Discipline others; Make independent decisions; Interpret technical material; Explain legal and technical issues to others; Explain assignments, procedures and situations to others; Use computers; Perform needs analysis; Write reports; File material numerically, alphabetically and/or chronologically.
VI	Federal, State, and local laws, rules, and regulations pertaining to eligibility determinations for public assistance; Program implementation; Public relations issues; Teaching practices; Supervisory practices; Program implementation; Management issues; Training and development practices; English grammar and composition; Social welfare issues; Automotive operation; Community resources: schools, civic	Oral communication; Public speaking; Organization; Writing; Advising.	Work with others; Give or exchange routine facts and information; Listen for problems or issues and provide responses or explanations; Answer routine inquires; Prepare and deliver lectures; Work independently; Deal with problems in a familiar context; Handle contacts with outside agencies; Explain technical information to others; Speak before an audience.

	organizations, churches, etc.		
VII	Bookkeeping practices; Budgeting; Social welfare issues; Intermediate mathematical operations.	Typing/Data entry; Organization; Performing intermediate mathematical operations.	Extract information from various sources; Intermediate mathematical operations; Maintain accurate records; Read, copy and record figures; Prepare budget projections.

Minimum Qualifications

- Or one year experience as an Eligibility/Referral Supervisor 1, 30125.

- Or completion of undergraduate major core coursework in behavioral science or social science or education. Also requires one year of experience in a position similar to an Eligibility/Referral Supervisor 1, 30125.

- Or completion of two years of technical education in behavioral science or social science. Also requires one year of experience in a position similar to an Eligibility/Referral Supervisor 1, 30125

- Or four courses or two years experience in behavioral science or social science, one course or six months experience in business mathematics, one course or six months experience in business English, one course or six months experience in interviewing techniques, and one course of six months experience in typing, keyboarding or word processing. Also requires one year of experience in a position similar to an Eligibility/Referral Supervisor 1, 30125

Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

Unusual Working Conditions/Hazards

The employee ensures procedures within the unit are in compliance with policy. If errors in implementing or interpreting policy occurs, clients may be incorrectly denied/approved for benefits which can potentially have an effect on their physical safety, however, errors are rare and are generally not harmful. Additionally, the position involves very limited probability of any injury, such as would be expected in typical office environments. The position requires normal use of safe work practices.