

## **Human Services Supervisor - Performance Improvement (1724-12)**

**Deadline to Apply:** December 31, 2018

**Work Location:**

Job & Family Services  
222 E. Central Parkway  
Cincinnati, OH 45202

**Work Hours:** 80 hours biweekly

**Starting Salary:** \$51,126 Annually

NOTE: Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

**Requirements (Education, Experience, Licensure, Certification):**

- Bachelors Degree plus two (2) years of experience in client services case load work; or an equivalent combination of formal education and experience.

**Job Duties (Summary):**

- Manages a work unit of no more than fifteen staff (i.e., provides effective management and leadership with authority to make decisions with regard to client services in human services agency; monitors staff performance; conducts performance evaluations; conducts regular meetings; reviews, approves or denies employee requests for leave; trains staff on applicable policies, practices, equipment, etc.; holds staff accountable for performance; administers corrective action and discipline; builds an effective work team by fostering an environment of collegiality and cooperation among team members; encourages open and honest communication; leads regular unit meetings to share information and facilitate discussions, suggestions, and improvements; monitors staff assignments.
- Under general direction of administrative superior, receives and responds to ODJFS monthly case audit requests for all Clients Services programs (Medicaid, Food Assistance, Ohio Works First/Work Activities, Child Care, etc.); compiles and gathers all applicable case files; conducts a review of case files and attempts to identify and locate any missing documentation for cases prior to State review; works in an effort to help reduce the error rates and resulting orders to develop Corrective Action Plans and/or agency fines; works in concert with other JFS staff, including the caseworker, to locate missing information and/or documentation; prepares files for submission to ODJFS.
- Serves as point person to ODJFS and the Auditor of State with regard to completed case audits; receives state audit findings; responsible for developing Corrective Action Plans (CAP), as required; defines agency objectives for rectifying errors; launches/completes internal review of similar cases; when deemed necessary works with applicable agency staff (one-on-one and/or collectively) to help rectify the error findings through the issuance or revision of agency policy, training and or individually mentoring.

- Proactively identifies problem areas requiring attention; designs/develops data collection and analysis tools and recommends/implement necessary improvements as required based on external communications (ODJFS letters, manual updates, district office letters, etc.) and from data gathered internally (QA/QC reviews, research and monitoring, management requests, employee suggestions, etc.) Plans, organizes and implements methodologies for analysis.
- Maintains records and provides statistical information to administration for purposes of planning, developing and monitoring programs. Prepares written reports summarizing findings and recommendations. These tasks are all completed in a timely manner that ensures the effective provision of consumer services. At the direction of administrative superior, serves as an internal consultant on local, state, and/or federal program audits. Participates in other work related teams and groups aimed at analyzing the impact of changes.
- Performs other related duties as assigned.
- Attends necessary training as required.