



DELAWARE COUNTY BOARD OF COMMISSIONERS
AN EQUAL OPPORTUNITY EMPLOYER

Job Title:	Workforce & Income Maintenance Administrator	Department:	Delaware County Job & Family Services
Position Type:	Full-time Non-bargaining unit	Address:	145 North Union Street Delaware, Ohio 43015
Typical Work Schedule:	8:00 a.m. – 4:30 p.m. Monday through Friday	Pay Range:	County Compensation Plan
Contact Information:	740-833-2300	FLSA:	Exempt, Classified
How to apply:	https://humanresources.co.delaware.oh.us/employment/		

Objectives

The Workforce and Income Maintenance Administrator organizes, plans, develops, implements and monitors the workforce and income maintenance programs for the division. The Administrator performs direct and indirect supervisory functions for the division. The Administrator collaborates with community agencies, county, state and federal agencies and provides technical assistance and training to staff within the division. The Administrator reports directly to the Director of Job & Family Services.

Job Standards

Bachelor's degree in Human or Social Services, Education or Sociology or a related field or minimum of six (6) years related work experience. Minimum of two years' experience in program administration involving social welfare or client services and supervisory experience. Must meet and maintain qualifications for driving on county business as a continued condition of employment. All required licenses and certificates must be maintained as a condition of continued employment.

Job Description

ESSENTIAL JOB FUNCTIONS:

- Performs direct and indirect supervision for the Workforce and Income Maintenance division, which includes workforce services, public assistance (SNAP, TANF, OWF, and Medicaid), Fraud, Prevention, Retention Contingency, and other programs as assigned;
- Interviews candidates for hiring, recommends hiring, promotions, and other changes to an employee's status; ensures that employees receive orientation in services and development training; monitors the work of the division through reports and available technology; ensures work is completed in a timely manner; evaluates employee performance and maintains proper records; administers discipline; advises Director and division management staff on personnel and human resource issues;
- Ensures effective communication of information to all division employees and to other divisions; provides leadership and guidance to staff in fulfilling their responsibilities; identifies, coordinates and evaluates training of employees; monitors compliance with bargaining unit contract and SCDJFS PPM; determines and recommends need for new staff members; conducts staff meetings; meets with subordinates regarding any grievances; assigns and reviews the work of subordinates;
- Organizes and directs the development, planning, implementation and monitoring of all programs within the division; evaluates division programs; develops and implements state and agency policy and procedure for the division; ensures and monitors operations for the compliance with state and federal guidelines; responds to client complaints; ensures quality assurance activities; assists with emergency response situations; ensures preparation of statistical and fiscal reports; reads and analyzes new material relevant to the division programs; plans needed client services programs;
- Assists in budget preparation and fiscal contracts for the division; facilitates problem resolution; provides backup to management staff within the division in their absence; coordinates complex/or confidential cases; coordinates/provides technical assistance and training to division management staff and other agency employees;
- Performs, in collaboration with the Director of Communications for the Board of Commissioners, public relations duties with community and elected officials; promotes the Department of Job and Family Services Workforce and Income Maintenance divisions to the public; collaborates with community agencies/ groups, county, state and federal agencies, community employers, partners and training entities, etc., to coordinate comprehensive service delivery; responds to client, public and other government agency concerns and resolves conflicts; maintains a working relationship with other county departments and the public;
- Maintains and increases knowledge and skills through attendance at meetings, conferences, training seminars and in-services training sessions; prepares and maintains records and reports; attends meetings and serves on committees/workgroups as assigned;



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- Demonstrates regular and predictable attendance;
- Attends various training sessions, video conferences, and workshops.
- Performs typing, word processing, and related computer operations;
- Works overtime and outside of typical work schedule/business hours as required;

NON-ESSENTIAL JOB FUNCTIONS:

Performs related non-essential functions required.

I. JOB REQUIREMENTS

Equipment:

Ability to operate a variety of office equipment such as computer, copier, telephone, IPad, calculator, FAX machine, VCR/DVD player, and other equipment necessary to perform duties.

Critical Skills/Expertise:

- Thorough knowledge of and ability to apply rules, regulations, and guidelines associates with Income Maintenance program. Includes, but is not limited to Public Assistance Manual, Ohio Revised Code, Food Stamp Manual, Food Stamp Certification Handbook, and Ohio Benefits (OB) System and Electronic Document Management System (EDMS).
- There needs to be a high level bullet identifying the workforce component like the above for IM. Please add this.
- Ability to define and solve problems, collect data, establish facts, draw valid conclusions using judgment, and analytical skills;
- Thorough knowledge of recruiting, interviewing and counseling;
- Thorough knowledge of and ability to apply effective supervisory skills to direct and manage subordinate personnel;
- Thorough knowledge of and ability to apply the Client-Registry Information System Enhanced (CRIS-E) computer system and its software to complete jobs and aid staff in using the system;
- Extensive knowledge of and ability to apply program policies and procedures to assist staff in the performance of their responsibilities;
- Ability to work effectively with clients who may be upset, distraught, irate, emotionally or mentally or otherwise unable to function within a reasonable range of constructive behaviors;
- Ability to work independently, under pressure, and to set and achieve goals;
- Ability to motivate and counsel staff and clients;
- Ability to organize and maintain large volumes of information and paperwork;
- Ability to effectively program plan independently and in collaboration with other staff units and outside agencies.
- Communicate professionally and effectively with internal and external customers, both orally and in writing;
- Organize and prioritize work assignments, multi task with accurate focus and refocus in a fast paced environment;
- Efficiently operate computer programs such as, but not limited to, Microsoft Word, Excel, Outlook, and agency specific programs;
- Deliver excellent customer service, externally and internally
- Proficiency in grammar, writing, mathematical skills, spelling, and punctuation;
- Thorough knowledge, adherence and aptitude to follow safety policies, procedures and practices;
- Thorough knowledge, adherence and aptitude to follow federal, state, county, and department policies and procedures, laws and regulations.



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II. DIFFICULTY OF WORK

Work consists of complex, varied, standardized and non-standardized tasks requiring application of numerous laws, rules, regulations, and procedures. Individuals are required to provide technical assistance to staff personnel on programs, policies, the interrelationship of programs, computer system and the application of this under extremely complex and difficult situations. It requires the individual to be continually aware of changes occurring which must be learned and passed on to staff. Procedures must be developed for implementing changes at the local level.

III. RESPONSIBILITY

Individual supervises subordinates, assigning projects, checking on progress of work and evaluating results. Supervisor provides general guidance allowing the individual the ability to plan the procedures and methods to attain objectives. Individual makes choices or decisions without supervisory input on most daily activities, such as scheduling appointments, establishing priorities, making referrals to other agencies, and forming collaborative relationships with other service providers in the county. Individual operates independent of supervision in handling staffing and daily operations, normally receiving supervisor's input when needed. Errors in work may cause inaccuracies in reports, records or technical data resulting in inaccurate or incomplete information, and may cause overpayment or underpayment in benefits issued and may ultimately result in fiscal sanction against the agency.

IV. PERSONAL WORK RELATIONSHIPS

Contact is with co-workers, employees from public and private sector organizations, and the public. The purpose of these contacts is to guide and direct, check on progress of work assigned, coordinate services, and handle questions about Department, programs and client concerns.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical Requirements: The physical requirements of the position are identified as sedentary work, which may require the lifting of up to twenty-five (25) pounds.

Physical Activity: The physical activity of the position is manual dexterity, talking, hearing, listening, reaching, and moving around.

Visual Activity: Individual performs work where objects being viewed are close to the eyes.

Job Location: The minimum work conditions for the position indicate that the individual is not exposed to adverse environmental conditions..

Employee:

Date:

Created: 1/2019

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