

INCOME MAINTENANCE PROGRAM SUPERVISOR

KIND OF WORK

Supervision of program and/or administrative components delivering income maintenance programs in public welfare.

NATURE AND PURPOSE

An employee in this class supervises development of health care, monetary and non-monetary assistance programs as well as the management and investigative services that enhance their operation. The work involves translation of state and/or federal mandates into operational rule, policy, procedure, technical assistance and monitoring through professional staff. Incumbents are responsible for one or more portions of the following: planning, development, assessment/evaluation and modification. Responsibilities extend to establishing standards of performance and service, hiring, training, directing, evaluating, and disciplining employees. Considerable latitude is given to the employee for use of independent judgment in carrying out assigned duties and responsibilities. Administrative direction is received from higher level supervision or management level personnel in terms of results achieved.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Supervises professional staff in development, delivery, and regulation of a statewide income maintenance program component.

Negotiates contract agreements with private vendors to supply program services.

Approves policy interpretations for use by staff and county agencies.

Testifies in court and before the legislature to present the department's position on proposed statute.

Supervises and approves development of a component of a statewide service delivery plan.

Serves as principal investigator on issues of possible fraud or abuse by program participants.

Convenes and directs a multi-disciplinary team reviewing recipient cases for investigation.

Establishes goals and timetables to guarantee compliance with standards.

Analyzes overall program needs and develops human resources to support the administrative needs of other units.

Maintains a sufficient number of qualified staff to meet the state's responsibilities.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Extensive knowledge of legislation, rule and operational approaches to welfare program delivery.

Extensive knowledge of the principles and practices of organizational planning and development to meet legislative goals and objectives.

Thorough knowledge of principles and practices of policy development.

Thorough knowledge of principles and practices of program evaluation and/or investigation.

Thorough knowledge of one or more provider groups as participants and as an industry.

Thorough knowledge of principles of regional and statewide program analysis.

Considerable knowledge of a multi-disciplinary use of professional staff to solve problems.

Considerable knowledge of the legislative process.

Considerable knowledge of the bodies established to regulate health care professions.

Ability to:

Establish and maintain contractual agreements for service.

Represent the department effectively orally and in writing.

Enhance understanding in others on complex questions of program delivery and department policy.

Income Maintenance Program Supervisor

Class Specification

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Develop alternatives for more effective/efficient program delivery.

Work with other levels of government.

Direct program staff as part of a state-supervised, county-administered income maintenance program.

Est.: 9/82

Rev.:

Ckd.: 11/92

T.C.:

Former Title(s):