

Eligibility Supervisor – Merit

General Description

Under limited supervision, the Eligibility Supervisor plans, organizes, and supervises the work of a unit determining eligibility of applicants and recipients for public assistance programs; and performs related work as required. Eligibility Supervisor is the first supervisory level in the Eligibility Worker class series. The Eligibility Supervisor differs from the Program Manager in that the latter is the management level responsible for the administration of a program rather than the supervision of a unit.

Supervision Exercised and Received

Incumbents in the Eligibility Supervisor classification generally receive direct supervision from a Program Manager. Eligibility Supervisors provide direct supervision to a unit of Eligibility Workers. Supervision may also include incumbents in the class of Office Assistant or a similar class.

Minimum Qualifications

Either One (1) year of full-time experience performing duties comparable to the Eligibility Worker III or Employment and Training Worker III classification; OR Two (2) years of full-time experience performing duties comparable to the Eligibility Worker II or Employment and Training Worker II classification.

Performed Duties may include, but are not limited to, the following:

- Plans, assigns, supervises and reviews the work of a unit of employees determining eligibility of applicants and recipients for public assistance programs.
- Selects, trains, evaluates, and disciplines subordinate staff.
- Holds individual and group conferences to discuss or interpret rules, regulations and policies.
Confers with workers regarding discrepancies in the system.
- Determines need for training and oversight and provides appropriate training and direction.
- Represents the department at meetings, attends conferences, and participates in studies and research projects as assigned.
- Interviews complainants and address performance and personnel problems.
- Receives and prepares correspondence and required reports relating to unit activity and other matters.
- Performs related duties as assigned.

Employment Standards

Knowledge of:

- Laws, rules, and regulations governing eligibility and grant determination for multiple public assistance programs and related case administration techniques.
- Policies, procedures and programs of a county Social Services Department.
- In-depth and interactive interviewing and information gathering techniques.
- Resources available to obtain and verify information concerning eligibility.
- Supervisory and staff development techniques and practices.
- Computer terminology and computer keyboard arrangement.
- Modern office practices, methods, and procedures.
- Record keeping practices and procedures.
- Basic mathematics.

Ability to:

- Exercise sound judgment when organizing, directing and prioritizing unit activities
- Select, train, supervise, evaluate, and discipline subordinate staff.
- Evaluate and make appropriate recommendation and corrections on selected cases.
- Determine appropriate course of action in emergency situations.
- Make referrals to appropriate agencies and social service programs.
- Detect and evaluate potential fraudulent situations.
- Analyze and interpret written, numerical and verbal data from various sources.
- Enter data accurately into a computerized system.
- Identify when computer output is incorrect and make corrections.
- Interpret and explain regulations and policy directives.
- Prepare, clear, concise and accurate records and reports.
- Explain complex rules and programs so they can be understood by people of diverse socio-economic and cultural backgrounds.
- Establish and maintain cooperative working relationships with the public and staff.
- Use computers and related software packages.
- Follow written and oral directions and instructions.

Other Information

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.