

## MIAMI COUNTY JOB AND FAMILY SERVICES

### JOB ANNOUNCEMENT

**JOB TITLE:** Eligibility/Referral Supervisor 1      Full-time Position      Salary: DOQ

**NATURE OF JOB:** Direct supervision of Eligibility/Referral Specialist 1 & 2 Caseworkers, including participation in hiring, promotion, discipline and termination of staff. Completes performance evaluations. Acts as the PARIS Coordinator and the Voter Registration Coordinator. Monitors the processing of public assistance cases, IEVS matches and healthcare applications. Ensures compliance with public assistance, food assistance, voter registration, PARIS and systems. Assigns and reviews work of subordinate staff. Resolves employee questions, problems and complaints. Resolves client complaints. Assists in the development of agency policies and procedures. Communicates with outside agencies, attends meetings, serves on committees to enhance delivery of services to agency clients.

**MINIMUM QUALIFICATIONS:**

Completion of Bachelor's degree in social work, public administration, management, or a related field, plus two (2) years experience in a public service agency with knowledge of public assistance programs, policies and procedures and three (3) years of Supervisory experience.

**ADDITIONAL REQUIREMENTS:**

This position requires excellent verbal and written communication skills with the ability to establish and maintain effective communication and working relationships with others. You must have prior leadership experience with the ability to plan, organize and delegate work; evaluate the performance of staff while maintaining a productive and effective work load.

**METHOD OF APPLICATION AND DEADLINE:** All interested applicants may acquire an application at [Ohiomeansjobs Miami County](http://OhiomeansjobsMiamiCounty.com), 2040 North County Road 25-A, Troy, OH 45373 between the hours of 7:00 a.m. to 6:00 p.m. Monday and 8:00 a.m. to 5:00 p.m. Tuesday through Friday. Applications may also be accessed through the Miami County web site at [www.miamicountyohio.gov](http://www.miamicountyohio.gov). Applications must be submitted via the website or returned to the above address by 5:00 p.m. Friday, August 2, 2019.

**MIAMI COUNTY JOB AND FAMILY SERVICES IS  
ACCESSIBLE TO THE DISABLED**

**MIAMI COUNTY JOB AND FAMILY SERVICES IS AN  
EQUAL OPPORTUNITY EMPLOYER**

**POSITION DESCRIPTION**

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY

MIAMI COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

**PERSONNEL DIVISION**

USUAL WORKING TITLE OF INDIVIDUAL  
Eligibility/Referral Supervisor 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
10000.0 County Job and Family Services Administrator

NORMAL WORKING HOURS (EXPLAIN UNUSUAL OR ROTATING SHIFT)

FROM: 8:00 AM

TO: 5:00 PM

**JOB DESCRIPTION AND WORKER CHARACTERISTICS**

POSITION CONTROL NUMBER	CLASS TITLE	CLASS NUMBER	%	JOB DUTIES IN ORDER OF IMPORTANCE	MINIMUM ACCEPTABLE CHARACTERISTICS
21000.0	Eligibility/Referral Supervisor 1	30125	55	Supervises day-to-day JFS programs including but not limited to OWF, Food Assistance and Medicaid. Assigns, checks, evaluates, schedules tasks and cases, monitors workload, plans procedures and prepares and presents training to employees and other agency staff. Monitors caseworker errors and caseload numbers. Assists and advises subordinates in interpretation of policies and procedures concerning public assistance cases and/or client related difficulties. Oversees State Hearing processes. Consults the state when interpreting ambiguous policies and procedures. Reviews public assistance cases, approves Food Assistance supplements and works with investigation unit to identify cases of possible fraud. Acts as the Work Number coordinator and the Voter Registration Coordinator. Serves as a back-up for absent supervisors.	Knowledge of (1) office practices and procedures, (2) supervisory practices, (3) personnel practices, (4) public assistance regulations, policies and procedures, (5) social welfare issues, (6) agency computer systems. Skill in (7) word processing, (8) written and oral communication, (9) interviewing. Ability to (10) perform a wide variety of interrelated or non-standard assignments, (11) resolve a wide variety of problems, (12) work with others, (13) interpret regulations and policies, (14) answer routine questions, (15) supervise others, (16) perform intermediate mathematical calculations, (17) make independent decisions.
			30	Carry out supervisory responsibilities in accordance with the County's policies and applicable laws. Responsibilities include: interviewing, hiring, training, assigning and directing work, performance appraisal, discipline, addressing complaints and resolving problems, providing interpretation of County policies, procedures, rules and regulations. Reviews, approves, or denies employee leave requests.	Knowledge of 1, 2, 3, 4, 6. Skill in 8, 9. Ability to 10, 11, 12, 13, 14, 15, 16, 17, (18) coordinate programs, (19) maintain accurate records.
			10	Communicates and coordinates with outside agencies, attends meetings and represents agency on committees and boards to enhance delivery of eligibility/referral services to agency clients. Speaks to community groups, informs the public of agency programs.	Knowledge of 4, 5. Skill in 8. Ability to 10, 11, 12, 13, 14, 17, (20) handle contacts with outside agencies.
			5	Completion of required reports and statistics. Monitors performance and application timeliness. Other related duties as assigned.	Knowledge of 1, 6. Skill in 7, 8. Ability to 16, 19.  Must demonstrate regular and predictable attendance.

LIST POSITION NUMBERS & CLASS TITLES OF POSITIONS DIRECTLY SUPERVISED  
Elig/Ref Spec 1: 21003.0, 21004.0, 21013.0, 21016.0, 21018.0, 21019.0, 21020.0, 23011.0, 23013.0  
Elig/Ref Spec 2: 22012.0, 21007.0, Elig Case Aide 13021.0

SIGNATURE OF AGENCY REPRESENTATIVE

*Teresa Brubaker*  
Teresa Brubaker, Director

DATE

2/29/2016