



PRINCE GEORGE COUNTY, VIRGINIA

July 2018

BENEFITS PROGRAM SUPERVISOR

FLSA Status: Exempt

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs difficult technical work supervising and participating in benefit eligibility determination; does related work as required. Work is performed under regular supervision. Supervision is exercised over Benefit Program Specialists..

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires stooping, reaching, standing, walking, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Training, supervising and participating in the work of the benefit program staff; assigning cases and managing caseloads; overseeing the preparation and maintenance of files and records.

(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Plans, directs and evaluates work of benefit program staff and related positions;

Supervises and manages benefit programs;

Reviews case management plans to include quality assurance of case management services;

Develops written guidelines for delivery of case management services; assigns caseloads to staff;

Holds individual and group conferences to review cases issues;

Supervises, directs, evaluates and trains staff; assists in developing forms and making personnel action decisions;

prepares and implements internal operating policies and procedures;

Assesses client complaints; deals with difficult or hostile clients; makes decisions on controversial cases or presents them for higher level action;

Authorizes emergency assistance for applicants/recipients;

Serves as a liaison to other agencies and groups;

Assists in budget preparation; monitors benefit program expenditures; prepares reports;

Assesses clients to direct individuals to appropriate community agencies and available resources for assistance;

Prepares reports documenting compliance with federal, state and local regulations;

Conducts fraud investigations;

Monitors all fraud case reports for accuracy and comprehensiveness before submission for criminal prosecution and administrative disqualification hearings;

Determines administrative disqualification or refers to the Commonwealth's Attorney Office;

Keeps reports on payments made and owed and assures clients make payments in a timely manner; sends written correspondence to clients; calculates overpayments when fraud has been discovered;

Inputs client information into computer and determines benefit eligibility;

Conducts re-determinations for benefit programs as needed; mails new applications and re-determination applications;

Testifies in Court as needed;

Identifies clearly discernible social problems and makes referrals to Case Managers;

Documents case records and changes data;

Manages work schedules; maintains time records; completes performance evaluations;

Assists in the selection of new employees;

Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;
Must have a valid Virginia Driver's License;
Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of the principles, methods, techniques and practices of public assistance; general knowledge of supervisory principles and practices; thorough knowledge of public assistance programs, policies and procedures; ability to analyze facts and to exercise sound judgment in arriving at conclusions; ability to delegate authority and to plan, train and supervise technical work; ability to prepare clear and concise reports; ability to communicate ideas effectively both orally and in writing; ability to establish and maintain effective working relationships with clients, associates, staff and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited community college with major work in sociology, psychology, health or related field and considerable experience as an Eligibility Intake Worker and/or Fraud Investigator.

SPECIAL REQUIREMENTS:

Possession of all requirements for position as specified by the Virginia Department of Social Services. Work may be required at times, outside of normal business hours to accommodate the needs of the client.