

ECONOMIC SUPPORT SUPERVISOR

FUNCTION OF THE JOB

Under direction, to assist in planning, developing, coordinating and administering the County's economic support programs utilizing a multi-county consortium; to supervise unit staff in the delivery of economic support services; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Supervises staff, manages staff daily output, and reviews day to day eligibility determinations made by staff in the administration of a variety of Federal, State, and County economic support programs and services such as, but not limited to Medical Assistance, Family Care, BadgerCare Plus, Caretaker Supplement, FoodShare, and Wisconsin Shares Child Care.
2. Monitors call center for multi-county consortium focusing on call volume and agent statuses.
3. Analyzes call center reports to determine performance measurements for staff to meet current state contract requirements.
4. Participates in developing, planning, coordinating, and interpreting economic support policies, procedures, rules, regulations, and mandates.
5. Provides oversight and direction to staff engaged in making eligibility determinations, referrals to employment resources, mental health, and other social services related agencies.
6. Monitors multiple computer systems to identify problems in programming logic and provides solutions to ensure accurate benefit issuance in various programs; serves as liaison between employees and State analysts regarding technical and policy related issues.
7. Develops, manages, evaluates and adjusts internal consortium processes to ensure compliance with federal, state and county laws, policies, procedures, regulations and mandates; ensures contract compliance; monitors achievement of outcome-based performance measures to maintain quality of service and minimize exposure to state and federal fiscal sanctions.
8. Develops, maintains, and oversees quality control systems to evaluate staff workflow, reports, benefit issuance, and program compliance.
9. Monitors consortium workload utilizing a state computer system to ensure daily compliance with performance standards.
10. Interprets policies and procedures and recommends action to be taken in complex case situations.
11. Develops, coordinates, and presents ongoing training and guidance on policy interpretation and application to new and existing staff; trains new hires.
12. Evaluates and reports information regarding state quality assurance policies and their impact on services and recommends revisions.
13. Contributes to the development of plans to address legislative changes and fiscal impact on providing economic support programs and services.
14. Coordinates benefit recovery efforts and activities with other County departments to ensure proper financial credit for the County, by the State, as a result of the collection of outstanding overpayments.
15. Assists in the development of the division's budget, objectives, and strategic plan.
16. Develops and maintains effective working relationships with State and local officials, consortium partners, other consortia, County departments, other department units and divisions that are fiscally impacted by Economic Assistance Programs, community agencies, advocacy groups, and the public to ensure optimal levels of customer service.
17. Participates in consortium operational meetings on a regular basis.
18. Selects, supervises, assigns, trains, counsels and evaluates staff and handles personnel issues or concerns.
19. Serves as liaison between the unit, nursing homes, child support, corporation counsel, state hearing examiners, legal counsel representing clientele, and numerous community groups.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES (continued)

20. Serves on State advisory committees and acts as advisory resource for consortium, various community agencies and providers in regard to benefit availability, procedures, and regulations.
21. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
22. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Comprehensive knowledge of federal, state, and local compliance standards, regulations, rules, appeal systems, and eligibility criteria for economic assistance programs and services.
2. Considerable knowledge of the role of economic support programs and services and the objectives of a public agency in providing these services.
3. Considerable knowledge of the socio-economic conditions impacting various populations and the community resources available to serve the needs of these people.
4. Considerable knowledge of modern mathematical and budgeting methods and techniques.
5. Considerable knowledge of interviewing techniques and practices.
6. Considerable knowledge of supervisory and administrative principles, practices, and procedures.
7. Considerable knowledge of adult learning and training principles, practices, and techniques.
8. Considerable knowledge of multiple data systems and tools available to manage data necessary to ensure compliance with state, federal, and county regulations and mandates related to economic support programs.
9. Considerable knowledge of computers and department program software, internet access, and database, spreadsheet and word processing programs.
10. Working knowledge of budgeting, planning, and analytical methods and techniques.
11. Working knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
12. Ability to plan, assign, train, prioritize and evaluate the work of others.
13. Ability to interpret and apply federal, state, local, and division rules, directives and policies.
14. Ability to establish and maintain effective working relationships with State and local officials, consortium partners, other consortia, County departments, other department units and divisions that are fiscally impacted by Economic Assistance Programs, community agencies, advocacy groups, and the public.
15. Ability to communicate effectively both orally and in writing.
16. Ability to prepare and maintain accurate and complete records and reports.
17. Ability to utilize word processing, database, and spreadsheet programs.
18. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in sociology, social work, psychology, business administration, public administration, or a closely related field.
2. Two (2) years of responsible work experience in a financial assistance program in a public social service agency.
3. If a sufficient number of applicants do not meet the above work experience requirement, two (2) years of responsible work experience working with low-income clients in a social service agency may be substituted.