

TEMPORARY ASSISTANCE MANAGER I

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher-level manager or director, incumbents function as first level managers within the Department of Social Services. Ordinarily, assignments are in a District Office with responsibility for a number of units determining eligibility for various social service assistance programs and performing case review to ensure provided assistance is in accordance with federal, state and local regulations. Incumbents implement pre-established Social Services policies and procedures; organize, schedule, plan, coordinate and monitor the work of assigned staff, and train staff on program requirements. Incumbents coordinate the activities in their areas of assignment with other programs throughout the division as necessary; communicate with the general public, interested constituencies, and customers, and provide program and operational analyses to superiors. Incumbents exercise direct supervision over a small number of staff; and may administratively supervise over significant number of staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Manages and directs staff engaged in the review and determination of eligibility for various social service assistance programs, including but not limited to: public assistance, food stamps, medical assistance, etc., the determination of appropriate action and the development, implementation and follow-up of self-sufficiency plans for clients;

Implements and monitors quality assurance procedures and protocols to ensure the consistent review or eligibility determinations in accordance with department guidelines and objectives;

Oversees the review of complex, sensitive and specialized eligibility determinations and provides guidance and direction to staff;

Identifies and reviews assistance cases where there are indications of possible fraud, auditing all documents and forms to verify accuracy and validity of determinations rendered;

Analyzes results of audits for patterns and types of errors; reviews decision making procedures and case management practices with staff, and develops and implements corrective action plans to ensure staff are properly and fully trained;

Develops and implements procedures for the effective and thorough review of eligibility requests to ensure provided assistance is in compliance with federal, state and departmental mandates and to prevent and identify instances of fraud;

Manages the work of assigned units and ensures staff receive appropriate and adequate training; ensures employee evaluations are conducted on a regular basis, and makes recommendations on hiring, firing, promotions, demotions, disciplinary actions, etc.;

Analyzes and interprets program data and prepares reports thereon;

Supervises the maintenance of statistics on eligibility determinations, etc., to assess the workflow and operational efficiency of assigned units; ensure work is performed in accordance with departmental and regulatory requirements, and to develop and implement procedures to maintain and improve efficiency and effectiveness of staff and services;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Acts as a liaison with other sections in the District Office and other divisions in the Department to ensure a unified approach to the review of requests for assistance;

Stays abreast of changes in Social Service laws, regulations, and policies; maintains expertise in area of assignment;

Represents the assigned office and the Department in contact with the public, clients, community groups, other agencies and public officials to explain policies and practices in the assigned area, and of the Department in general;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the Department's organization, policies, procedures, mission and objectives and the interrelationships of the various program areas; good knowledge of temporary assistance/public welfare administration; good knowledge of Federal, State and local social services laws and programs as they relate to eligibility for financial assistance; good knowledge of other laws and programs which may affect eligibility, such as Workers' Compensation, Social Security, and Unemployment Insurance; good knowledge of the theory and practice of staff development and training; good knowledge of the principles and practices of supervision; good knowledge of applicable Federal, State and Local laws, as well as Social Service laws, rules, codes and regulations, as they relate to Social Services and assistance programs; skill in making decisions concerning eligibility for assistance programs; ability to resolve problems using independent judgment; ability to analyze and interpret statistical reporting data; ability to provide staff with effective leadership, team building and guidance in a manner conducive to full performance and high morale, including planning and organizing work procedures and the use of performance management tools; ability to think analytically; ability to communicate effectively both orally and in writing; ability to utilize management systems to ensure effective and efficient operations; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; customer service orientation; leadership; tact; integrity; initiative; resourcefulness; self-motivated; thoroughness, accuracy; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree* and five years of experience where the primary function of the position was examining, investigating or evaluating claims for temporary assistance** in a public social service agency and/or a public social services contract agency, two years of which must have been at a supervisory level.

SUBSTITUTIONS: A Master's degree* in a Management or Administration field or in one of the Social Sciences may be substituted for the above experience at the rate of 30 credits* on a year for year basis for up to two years. There is no substitution for the two years of supervisory experience.

**NOTE: Experience in examining, investigating or evaluating claims for temporary assistance experience are for programs such as: public assistance, food stamps, medical assistance, child support, day care, etc.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.