

Oconto County - Job Description

Job Title: Economic Support Manager
Position #: 80120
Department: Health & Human Services
Reports To: Health & Human Services Director
FLSA Status: Exempt
Pay Classification: Grade M
Work Comp Code: 8810
EEO Code: 03-01
Approved Date: 02/10/2021

SUMMARY

Under the general direction of the Health & Human Services Director, this manager supervises, administers, and coordinates programs within the Economic Support Division. Develops and evaluates program policy and procedure, prepare and monitor division budget and assure continuity and effectiveness of agency services in conformity with pertinent Wisconsin Statute and Administrative Rules. Must understand, support and work within the values, mission and vision of the agency.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, but are not limited to:

Recruit, screen and interview applicants for position vacancies within their division. Make recommendations, which are given particular weight regarding the hiring, firing, advancement, promotion or any change of status of other employees.

Direct and assign employees to tasks in their service area. Monitor training requirements of staff and approve requests to attend seminars and conferences. Conduct staff meetings for the dissemination of pertinent information.

Assist with resolution of both staff and client grievances within his/her service area.

Assist in formulating, determining, and carrying out management policies which are established by the Management Team and policies established by the Health and Human Services Board of Directors.

Prepare, recommend, and monitor division budgets. Negotiate service rates with providers, develop contracts and monitor contract compliance.

Participate as a member of the Department Management Team. Participate in the development, implementation and evaluation of programs. Problem solves and develops procedures to assure successful operation of the department.

Develop, implement and evaluate agency programs, policies and procedures to assure programs are designed to meet changing needs of community. Communicates programs and policies to the community and staff. Represents the agency in meetings related to the agency programs and services.

Coordinate activities with other public, private, and volunteer agencies to promote continuity of care and community involvement within the County or on a regional basis.

Primary Department representative on the regional Economic Support consortium.

Administrative responsibility on behalf of Oconto County to the regional Economic Support consortium.

Administrative responsibility for the Child Care eligibility program.

Approves and monitors referrals for fraud investigation.

Development and oversight of department Child Care fraud investigation standards.

Administrative responsibility for the WHEAP program.

Writes grant applications, and maintains administrative responsibility for grant award accountability

Agency liaison for CARES computer system and Backup Security officer. Monitors security and access.

Provide guidance and assist staff with difficult cases.

Assure compliance and maintains programs operations as required by Wisconsin Statute, Administrative Rule, and State/Federal Program guidelines.

Direct collection, analysis, and interpretation of statistics significant to program planning. Identify service priorities and allocated funding accordingly. Obtain available funding through grants as well as other public or private entities. Respond to Request for Proposal when appropriate.

Maintain qualitative and quantitative standards of performance, evaluation performances, and recommends personnel action. Maintains and updates staff job descriptions in conjunction with the Oconto County Human Resources Department.

Review and audit casework on a regular basis.

Coordinate activities with other public, private and volunteer agencies to promote continuity of care and community involvement within the County or on a regional basis.

Prepare for and respond to community emergencies including but not limited to natural and manmade disasters.

Perform all other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises employees in the Economic Support Division. Carries out supervisory responsibilities in accordance with the organizations policies and applicable laws. Responsibilities include screening prospective employees, recommending hiring, and training employees: planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

SUPERVISION RECEIVED

Receives guidance and oversight from the Director/Deputy Director, but works independently most of the time.

QUALIFICATIONS

Position requires a Bachelor's Degree, from an accredited university in a social work or related field or business, or related field.

Knowledge of Economic Support policies, procedures, and regulations.

Able to understand and comprehend new department programs, changes in the law creating policy changes, ability to implement these policy changes to insure compliance with State and Federal regulations.

Knowledge of accepted principles and practices of supervision and able to direct and evaluate the work of staff.

Must have personal characteristics that reflect qualities of leadership, ability to work with others, imagination, social vision, initiative, emotional maturity, and flexibility.

Proficient computer utilization skills.

LANGUAGE SKILLS

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries and complaints. Ability to use tact and courtesy in dealing with employees, supervisors, clients, and other county and outside agencies. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or Board of Directors.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratio, and proportions to practical situations. Ability to calculate figures and amounts such as discounts, interest, commissions, and proportions. Ability to apply concepts of basic algebra.

REASONING ABILITY

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

CONFIDENTIALITY

Able to use discretion and integrity to process client and office information and data in a confidential and professional manner including protected health information (includes electronic PHI). Information may be of a personal nature and if disclosed, could cause serious adverse legal and community reaction and concern for this department, the county, or this position.

CERTIFICATES, LICENSES, REGISTRATIONS

Must meet state standards for training requirements under the WHEAP and IM programs yearly.

Must provide own form of transportation, possess a current, valid driver's license, and have automobile liability insurance.

MATERIALS AND EQUIPMENT USED

General office equipment, computer, keyboard, printer, calculator, and photocopier.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit, talk, and listen. The employee is occasionally required to stand; walk; use hands, reach with hands and arms; stoop, kneel, crouch, or crawl; and taste or smell. The employee must lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distant vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee regularly works in areas with security measures in place. The employee may be exposed to blood-borne pathogens and may at times work with persons of questionable character. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

DISCLAIMER

The above statements are intended to describe the general nature of the job. They are not intended to be an exhaustive list of specific responsibilities, duties, and skills required by personnel so classified.

Oconto County is an Equal Opportunity and Affirmative Action Employer. In compliance with the American with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.