

**COUNTY OF SOLANO**  
**CLASS SPECIFICATION**  
**EMPLOYMENT/ELIGIBILITY SERVICES MANAGER**  
Effective Date of Revision: 11/14/2018

**CLASS SUMMARY:**

Under general direction, plans, organizes, directs and supervises the operations of one or more employment and/or eligibility services functions/programs within the Health and Social Services Department; assists in the development, implementation and evaluation of goals, objectives, policies and procedures related to one or more service areas; provides staff support to higher level management within the assigned division; serves as a member of the department's management/supervisory team.

**DISTINGUISHING CHARACTERISTICS:**

This class is characterized by the responsibility for the ongoing management responsibility over one or more eligibility/employment services functions/programs to include CalWORKs, CalFresh, General Assistance, Medi-Cal, County Medical Services Program/Path2Health, and/or Division administrative functions.

This class is distinguished from the:

- **Employment/Eligibility Services Administrator** class which is responsible for the management of one or more major specialized social services programs and for assisting the Deputy Director in planning and organizing overall division operations.
- **Employment Resources Specialist Supervisor** class which supervises the work of a staff engaged in integrated case management involving the determination of eligibility and providing employment services.
- **Eligibility Benefits Specialist Supervisor** class which supervises the work of a staff engaged in either (1) determining the need for public assistance benefits, managing an eligibility caseload, and authorizing program benefits; or (2) performing other eligibility focused duties including overpayment/recovery, foster care or older/disabled client eligibility functions.

**SUPERVISION RECEIVED AND EXERCISED:**

- Supervision is provided by a Deputy Director of the Department or from a senior manager.
- Employees in this class supervise supervisory, technical and clerical staff.

**ESSENTIAL DUTIES:** This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Exercises management authority for assigned services and activities of the assigned unit and performs managerial responsibilities such as:
  - monitoring purchases and expenditures;
  - approving non-routine expenditures for workplace improvements, training, computer software and hardware, etc.;
  - providing input to the unit's budget;
  - monitoring goals and objectives of the unit and taking corrective actions as appropriate;
  - recommending and implementing new policies and procedures to eliminate or reduce barriers to efficient or effective production and/or to improve customer service; and

- coordinating and monitoring the work of consultants and contractors by reviewing the performance and quality of work to ensure compliance with the applicable contract and by reviewing and approving claims for payments to ensure conformance with contract provisions and to prevent cost overruns.
- gathering and analyzing information to determine new and ongoing program needs, and
- Reads, analyzes and interprets laws, regulations, policies and procedures governing assigned program operations; determines and reports on impact of proposed legislative and regulatory changes; assists in development of County policies to effect changes in program operations.
- Performs supervisory duties to direct reports and to others through subordinate supervisors such as:
  - establishing standards for acceptable work products and evaluating performance;
  - interviewing applicants and making selections;
  - reviewing, approving and implementing disciplinary actions and terminations;
  - providing career development mentoring;
  - assigning work and planning and scheduling staff's work activities and deadlines;
  - reviewing work and recognizing employees' work efforts and accomplishments;
  - providing career development mentoring and recommending training and career development opportunities;
  - ensuring that employees are properly trained;
  - reviewing and approving timesheets and requests for leave; and
  - supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the assigned units.
- Determines internal program organizational structure; supervises, trains, assigns and evaluates staff; determines program utilization of own staff and other departmental personnel; confers with and/or makes recommendations to the management team with respect to complex personnel employee relations matters, as well as public contact problems, which may have significant administrative or legal consequence.
- Plans, develops, implements and coordinates staff development training in assigned programs; trains and assists staff in determining appropriate social services needed by customers and in providing the applicable services and referrals; monitors and evaluates training programs.
- Develops and writes grant or contract proposals; prepares narrative statements identifying needs, objectives, methods, evaluation and budgets.
- Represents the division or department on task forces, planning bodies, committees and other groups; confers with representatives of funding sources and licensing bodies; explains the division or department role to officials, groups and individuals.
- Attends and participates in professional group meetings, committees, and boards; stays abreast of trends and regulations in the field; maintains current knowledge of community resources and programs in order to provide information and referral to clients.
- Performs other duties of a similar nature or level as assigned.

**EDUCATION AND EXPERIENCE:**

One year of supervisory experience in one or more public assistance programs in a public agency in the State of California **AND** a Bachelor's degree with a major in social work, public administration, business administration or a related field applicable to the area of specialization.

**OR**

Two years of supervisory experience in one or more public assistance programs in the County of Solano **AND** an Associate's degree or completion of equivalent credit units from an accredited college or university is required preferably in behavioral science, business administration, humanities, public administration, social science or a related field.

**OR**

Three years of supervisory experience in one or more public assistance programs in a public agency in the State of California **AND** an Associate's degree or completion of equivalent credit units from an accredited college or university is required preferably in behavioral science, business administration, humanities, public administration, social science or a related field.

**OR**

Three years of management consulting experience in/with a County Social Services agency in the State of California that includes experience working with one or more Public Assistance programs **AND** a Master's degree with a major in social work, public administration, business administration or a related field applicable to the area of specialization.

**LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:**

- Possession of or ability to obtain a valid Class C California driver's license is required.
- Some positions in these classes may be required to work swing shift and weekends.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:**

- Principles and practices of public administration and program management, including planning, implementation, and evaluation.
- Current trends in research, education and related programs pertaining to employment/eligibility services.
- Budget expenditure monitoring and budget revenue sources for public assistance programs.
- Contract administration.
- Policies, regulations and procedures governing assigned programs/functions in public assistance; goals and limitations of public programs within a specific assignment; legal requirements affecting service delivery and operations.
- Techniques used to establish and maintain effective communication with clients; socio-economic factors affecting clients; needs, problems and behavior of people in target population.
- Case review practices and techniques.
- Services provided by Solano and other surrounding counties.
- Record maintenance and case management practices.
- Principles and practices of supervision; performance evaluation and discipline processes applicable to the public sector; staffing requirements for the program; training and supervisory practices.

**Skills and/or Ability to:**

- Plan, organize and direct eligibility/employment services programs/functions.
- Identify and evaluate the need for developing proposed changes in practices and procedures within assigned functions.
- Supervise, advise, consult with and train the work of others engaged in professional and technical work.
- Comply with laws, regulations and professional practices governing program services and operations; interpret and apply a variety of complex County, State and Federal regulations, policies and guidelines related to a specific program; research regulations, procedures and/or technical reference materials
- Collect and analyze data to establish/identify needs, evaluate program effectiveness; develop goals and objectives for assigned work units or projects; interpret administrative direction for incorporation into operational policy and procedure; prepare narrative and statistical reports; maintain accurate records and document actions taken.
- Secure cooperation and teamwork among staff; effectively delegate responsibility and authority to others;
- Organize and prioritize work assignments; determine and evaluate levels of achievement and performance.
- Maintain confidentiality of information.
- Communicate clearly and concisely, both orally and in writing; compose correspondence independently.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work; deal firmly and fairly with clients of various socio-economic backgrounds and temperaments; work effectively with others who have objectives contrary to assigned role.
- Utilize basic office equipment.

**PHYSICAL REQUIREMENTS:**

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, occasional standing, occasional walking, pushing, pulling, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling -- Light Work:** Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer screen, read, etc. Positions in this class also require employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

**WORKING CONDITIONS:**

- **Office Work:** Employees in this class will most often be working in an office setting.
- Employees in this class will be working in an environment subject to exposure to communicable diseases and unpleasant working conditions. There may also be occasional

exposure to extreme temperatures, inadequate lighting, and work space that restricts movement.

- Traffic Hazards: Employees in this class may be required to operate a vehicle and thus will be subject to traffic hazards while driving.

**OTHER REQUIREMENTS:**

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- Independent Travel: Incumbents may be required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- Child Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Sections 11165.7 and 11166 of the California Penal Code relating to child abuse reporting.
- Elder Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 15630 of the California Welfare and Institutions Code relating to elder abuse reporting.

**CLASS HISTORY AND CLASS INFORMATION:**

- Date Adopted by the Board of Supervisors: June 30, 2003
- Date(s) Revised: February 2003, March 14, 2012, November 13, 2013, November 14, 2018
- Class Code: 147191