

**SOLANO COUNTY  
ELIGIBILITY BENEFITS SPECIALIST SUPERVISOR**

**DEFINITION:**

Under direction, plans, organizes, directs, and 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 in accordance with established policies and procedures; or (2) performing other eligibility focused duties including overpayment/recovery, foster care or older/disabled client eligibility functions; and performs related duties as required.

**DISTINGUISHING CHARACTERISTICS:**

This is a full supervisory level. Incumbents supervise employees responsible for either (1) the determination and authorization of public assistance benefits, and management of an eligibility caseload or (2) a unit of staff responsible for other eligibility focused duties including overpayment/recovery, foster care, and older/disabled client functions. This class is distinguished from the Employment Resources Specialist Supervisor in that the latter class supervises staff responsible for both eligibility and employment services functions, while the Eligibility Benefits Specialist Supervisor class supervises staff responsible for duties primarily focused on the granting of public assistance benefits.

**EXAMPLES OF DUTIES:**

- 1) Supervises and evaluates the work of a staff engaged in determining eligibility for public assistance benefits, coordinates activities to ensure timely completion of tasks and projects; interviews and participates in selection of staff; provides training and staff development; ensures that staff maintains an appropriate work flow to meet department standards; develops and implements unit work goals and monitors progress toward these goals; conducts group and individual employee conferences to discuss or interpret departmental rules, regulations, policies and procedures, and performance problems; identifies and resolves operational problems; receives and resolves employee complaints and makes recommendations to superiors on difficult and complex personnel matters.
- 2) Supervises specialized staff and units responsible for overpayment, foster care, and older/disabled client public assistance grant programs.
- 3) Establishes and oversees unit case planning and case management to ensure timely and complete adherence to deadlines and standards.
- 4) Supervises and participates in quality control; reviews case documentation for completeness and accuracy; determines and takes necessary action to correct errors.
- 5) Ensures compliance with applicable rules, regulations, policies, and procedures governing eligibility grant determination, appeals, quality control, and other matters related to line operation of public assistance benefit programs; provides direction and guidance in the appropriate application of policies and procedures to complex or unusual case circumstances; provides guidance in the use of various automated systems and related tools to meet processing and reporting requirements; receives and responds to inquiries from the general public and other agencies; resolves a variety of complaints from the general public,

## Eligibility Benefits Specialist Supervisor

- including recipients and applicants.
- 6) Reads, analyzes, and interprets legal decisions, regulations, informational notices, and policy statements issued by state and federal agencies to determine impact on local operations; assists in planning and implementing changes in procedures affecting agency and inter-agency operations.
  - 7) Receives and resolves complaints from assigned personnel and makes recommendations to management on difficult and complex personnel matters; receives and resolves a variety of complaints from the general public, recipients, and denied applicants.
  - 8) Serves as a technical resource to management, line staff, attorneys, and representatives of other organizations in the technical interpretation and application of regulations and local procedures.
  - 9) May be assigned to additional supervisory, training, and/or routine administrative responsibilities, including assisting other unit supervisors in interviewing candidates for employment and making hiring recommendations to management and training new supervisors and support staff; may serve as a member of an ad hoc departmental management policy and procedure study team; prepares narrative and statistical reports; represents the department at various committee meetings and conferences.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; sufficient manual dexterity to perform repetitive motion in various duties such as: key boarding, writing, filing, reaching and grasping above shoulder level; normal eye-hand coordination; body strength sufficient to lift and carry case files; corrected vision to normal range to read fine print and computer screen; corrected hearing to speak and hear sufficiently to communicate clearly over the telephone and in person; ability to use of office equipment including telephones, calculators, copiers, facsimile, computers, and other related peripheral equipment such as printers and scanners.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment and includes continuous contact with staff and the public; may be required to enter private homes to make family home visits for purpose of investigation; work may involve stressful situations and includes dealing with erratic and sometimes threatening behavior; may travel to community areas that are potentially dangerous.

### **MINIMUM QUALIFICATIONS**

Knowledge of: Policies, rules and regulations governing eligibility for public assistance programs administered by the agency; including grant determination, case management, record maintenance, administrative hearings, confidentiality standards, and effective communication techniques; the functions of public social service agencies and the sources of information necessary to determine eligibility of participants in various public assistance benefit programs; resources available in the community for referral or utilization in public assistance programs; report writing, conflict resolution, and fraud detection, principles of supervision, progressive discipline, performance evaluation, adult learning, training, and instructional methods and techniques; the operation of automated office equipment and case management/benefit issuance systems utilized by the department.

## Eligibility Benefits Specialist Supervisor

Ability to: Plan, assign, and supervise the work of staff; assist in the development and implementation of necessary policy and procedures; apply effective interpersonal skills; speak and write effectively; prepare and present a variety of technical oral and written reports; maintain confidentiality standards recognize and respect authority and responsibility limits; delegate and control the activities of subordinates; identify and analyze work unit problems and develop necessary changes; conduct research regulations, procedures and technical reference materials; establish and enforce work priorities; establish and maintain cooperative working relationships with community groups, resource agencies, fellow employees and the general public; work effectively with other units of the department; train, discipline and develop staff; train and instruct staff in the operation of automated office equipment and systems used by the agency; identify problems requiring referral to other agencies or staff; analyze situations accurately and adopt an effective course of action; use available sources of information effectively in determining need and eligibility.

### **EDUCATION AND EXPERIENCE:**

#### **Experience:**

Broad and diverse experience in multiple public assistance benefits including:

1. Two years of experience performing duties equivalent to an Eligibility Benefits Specialist II (Eligibility Worker II) or Employment Resources Specialist II (Employment and Training Worker II) in a California County Department of Social Services, plus one year of lead or supervisory experience in any field, OR
2. One year of experience performing duties equivalent to an Eligibility Benefits Specialist III (Eligibility Worker III) or Employment Resources Specialist III (Employment and Training Worker III) in a California County Department of Social Services. If the III level experience does not include one year of lead or supervisory experience, one year of lead or supervisory experience in any field in other work experience is required.

#### **Education:**

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.

A Bachelor's degree from an accredited college or university in the above fields of study or a related field is preferred.

A Bachelor's degree in the above fields of study or a related field may be substituted for one year of the required experience except for the lead or supervisory experience.

**SPECIAL REQUIREMENTS**

Driver's License: Possession of a valid California Class C Driver's License may be required at the time of appointment. Loss of the Class C Driver's License is a cause for discipline. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

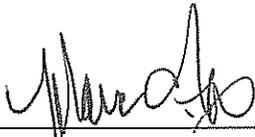
**SPECIAL REQUIREMENTS (Continued)**

Assignment Requirements: Some positions in these classes may require work in an out-station location or in a setting with other professionals integrated as a team.

**SUPPLEMENTAL INFORMATION**

Travel: Independent travel may be required.

Child Abuse Reporting: Selectees for employment must as a condition of employment sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.



---

Marc A. Fox, Director of Human Resources

Rev. 12/00  
Rev. 08/13