

Department: Social Services
Classification: Competitive
Grade: 8M/C

SPEC DISK BF05

DIRECTOR OF ELIGIBILITY

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing supervisory, administrative and technical support to an eligibility work unit engaged in determining initial and continuing eligibility for multiple public assistance programs. The incumbent is responsible for coordinating, supervising and managing the performance and activities of all employees in the eligibility and income maintenance division as well as the functions of the security officers and reception area personnel. Work is performed under the general supervision of the Commissioner of Social Services. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Direct supervision of Senior level positions in Medicaid, Employment, Income Maintenance, SNAP and all Security Officers, Fraud Department, Reception area, HEAP and Data Entry;
Plans, coordinates and manages personnel issues including the staffing needs of each program area, initiating caseload changes and personnel assignments;
Attends conferences, training sessions and meetings on policy and procedures;
Prepares Fair Hearing Summaries and represents the Agency in the Fair Hearing process;
Assists in the formulation of policies and procedures which relate to financial eligibility for the various programs administered by the local social services districts;
Provides direction to staff on implementation of policy and procedures;
Interprets Federal, State and local policies and programs as they relate to financial eligibility;
Directs and prepares State reports of financial eligibility activities;
Handles complaints/concerns from clients, landlords, recipient advocates and the general public;
Maintains cooperative relationships with other units and sections of the agency as well as other public and private agencies and State oversight departments to coordinate policies and implement programs;
Conducts individual and group meetings with staff;
Conducts training sessions for staff on policy/regulation changes.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Federal, State and local social service laws and programs; thorough knowledge of agency's overall programs, policies and procedures; comprehensive knowledge of other laws and programs which may affect eligibility, such as Workmen's Compensation, Social Security and Unemployment Insurance; thorough knowledge of modern principles of supervision and management; ability to communicate and deal effectively with others; ability to plan, coordinate, manage and supervise the work of others and to evaluate their performance; ability to prepare complex reports; initiative and resourcefulness, tact, sound judgment, leadership, emotional maturity; physical condition commensurate with the demands of the position.

PROMOTION QUALIFICATIONS: Either:

- (A) Two years of full-time permanent competitive status as a Head Social Services Worker, Social Services Manager, Coordinator of Child Support Enforcement, Senior Social Services Worker or Senior Support Investigator in the Essex County Social Services Department.