



BENEFIT PROGRAMS SUPERVISOR

Hanover County Department of Social Services is seeking a highly skilled and experienced leader to join our Benefit's team. Learn more about our team here...

<https://youtu.be/M6LN0u1pB9Q>

Hiring Range: \$66,167 - \$76,000 Annually

Telework options are available after successful completion of training and certifications.

General Description: This is an administrative position. This position supervises Benefit Programs Specialists who determine eligibility for government assistance programs and Customer Service Agents who provide clerical support to the unit. Employees train, lead, and develop staff. Employees monitor case management services.

Organization: The Benefit Programs Supervisor reports to the Benefit Programs Manager or Director and supervises Benefit Programs Specialists and Customer Service Agents.

Essential Functions:

- Provides administrative and programmatic supervision to staff, performing human resource functions and preparing necessary paperwork.
- Reviews case management plans to include quality assurance of case management services.
- Develops written guidelines for delivery of case management services.
- Coordinates and monitors the activities of staff, especially to ensure compliance with State and Federal rules and guidelines.
- Provides technical assistance to staff regarding eligibility programs policies and procedures.
- Holds individual and group conferences to review cases and problems.
- Reviews case records and evaluates performance of staff members and recommends indicated action.
- Recommends hiring, disciplinary actions, transfer, promotion, and termination of personnel within the limits of appropriate statutes, rules and regulations and policies, developing performance standards and preparing corrective action plans.
- Represents staff needs to senior management team.
- Prepares and implements internal operating policies and procedures.
- Interprets regulation, policy, and other program information changes to staff; trains new employees in areas such as agency policy, department procedures and agency or government regulations.
- Determines staffing needs and makes recommendations to management.
- Maintains records and prepares regular and special reports.
- Participates in developing and implementing agency administrative policy.
- Makes decisions on controversial cases or presents them for higher level action.
- Authorizes emergency assistance for applicants/recipients.
- Serves in a liaison capacity to other agencies and groups.
- Monitors program expenditures.
- Provides input into the Department's budget process.
- Meets with community groups to discuss programs and resources and develops/maintains cooperative relationships with public and private entities.
- Assigns caseloads to staff, and May act for the Director of Social Services as designated.
- Performs related work as assigned.

For more information or to apply for this position, please visit our career site at www.hanovercountyjobs.com or call (804) 365-6075.