



## **Benefit Programs Manager**

Social Services

Position # : SSD 1505  
FLSA: Exempt  
Grade: 22

### **JOB SUMMARY**

This position manages the operations of the Benefits Program unit.

### **MAJOR DUTIES**

- Plans, organizes, and manages eligibility program operations.
- Reviews case records.
- Assigns caseloads to staff.
- Trains, assigns, directs, supervises, evaluates and disciplines personnel.
- Reviews and evaluates public assistance program policies and procedures.
- Prepares ad hoc and regular reports.
- Develops and reviews case management plans.
- Serves as departmental liaison to citizen groups, professional groups, and representatives of other social services agencies.
- Prepares and implements internal policies and procedures.
- Directs the management of program records.
- Responds to disaster situations and manages staff during shelter operations.
- Performs related duties.

### **KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of program management principles and practices.
- Knowledge of human resources management principles.
- Knowledge of fiscal management principles and practices.

- Knowledge of computers and job-related software programs.
- Skill in management and supervision.
- Skill in problem solving.
- Skill in prioritizing and planning.
- Skill in interpersonal relations.
- Skill in oral and written communication.

### SUPERVISORY CONTROLS

The Social Services Director assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

### GUIDELINES

Guidelines include relevant federal and state program policies and procedures, case management policies, and county and department policies and procedures. These guidelines require judgment, selection, and interpretation in application.

### COMPLEXITY/SCOPE OF WORK

- The work consists of varied management and supervisory duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to manage the operations of the benefit programs unit. Successful performance contributes to the efficient and effective delivery of services to area residents.

### CONTACTS

- Contacts are typically with attorneys, landlords, law enforcement personnel, medical providers, accountants, representatives of other social services providers, representatives of other governmental agencies, recipients of direct services, and the general public.
- Contacts are typically to exchange information, motivate persons, resolve problems, and provide services.

### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Benefit Programs Specialist (5).

## MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years' experience or service.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Virginia for the type of vehicle or equipment operated.