

# Seneca County Job & Family Services

## Position Description

An Equal Opportunity Employer

<b>Employee Name:</b> Vacant	<b>Position Title:</b> Workforce & Family Services Supervisor
<b>PCN:</b> 20089.0	<b>Class Title:</b> Workforce & Family Services Supervisor
<b>Unit:</b> WFS	<b>Employment Status:</b> Full Time
<b>Report to:</b> WFS Asst. Admin	<b>FLSA Status Pay:</b> Exempt
<b>Normal Hours:</b> Flexible	<b>Civil Service Status:</b> Classified
<b>EEO Status:</b>	<b>DOT:</b> 188.137-010

### General Description

Directly supervises the Financial Assistance Caseworkers and Employment Services Caseworkers and oversees the public assistance services offered to customers.

### Education

High School Diploma or GED

### Experience

- One year experience as a Quality Control Reviewer or
- Completion of undergraduate major core coursework in behavioral science, social science or education or
- Two years experience in a position similar to a Financial Assistance Caseworker or Employment Services Worker or
- Completion of two years of technical education in behavioral science or social science or
- Two years or four courses in behavioral science or social science or
- Six months or one course experience in business math, business English, interviewing techniques, typing, keyboarding or word processing

### Equipment Operated

- Computer
- Scanner
- Fax
- Telephone
- Copier
- Vehicles (must have valid Ohio driver's license)

### Inherently Hazardous or Physically Demanding Working Conditions

None

### Essential Functions

- Provides direct supervision to staff doing work for public assistance and workforce programs including Ohio Works First (OWF), Prevention, Retention and Contingency (PRC), Workforce Investment and Child Care and other assigned programs
- Assigns cases
- Monitors quantity and quality of cases
- Ensure compliance with local, state, federal rules/laws
- Ensures employees receive orientation and training
- Evaluates employee performance
- Makes recommendations for staffing
- Interprets, clarifies and recommends changes to policies and procedures
- Conducts staff meetings
- Assists with difficult or volatile cases
- Monitors caseloads and the placement of customers in educational training programs
- Provides coverage
- Makes referrals
- Prepares quarterly and monthly reports
- Provides guidance on state wide computer systems

- Administers discipline
- Recommends need for new staff and assists with interviews
- Reviews, approves, denies employee request for leave
- Attends conferences, workshops and trainings to obtain and maintain knowledge of current regulations
- Regular and predictable attendance

**Other Duties and Responsibilities**

Performs other related duties as assigned.

**Characteristics**

**Knowledge of:**

- Policy and procedures
- Supervisory and training practices
- Program implementation
- Computer operations
- Social welfare issues
- Fraud reporting practices

**Skills in:**

- Organization
- Communication
- Writing
- Typing/Word Processing
- Interviewing

**Ability to:**

- Interpret policy and procedures
- Supervise
- Understand manuals and verbal instruction
- Deal with a variety of problems and concerns
- Work independently
- Take emergency action
- Work with the elderly, ill mentally challenged and physically handicapped people
- Present a positive image to the public
- Maintain confidentiality
- Maintain accurate records
- Maintain effective working relationship with supervisor and co-workers

*This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of the position description.*

\_\_\_\_\_  
Signature of Appointing Authority

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date