

JOB DESCRIPTION

JOB TITLE: Economic Support Manager		CLASSIFICATION CODE:	
INCUMBENT:		CLASSIFICATION CODE:	
01-09-12	DEPARTMENT: Human Services	DIVISION: Economic Support	
EMPLOYEE GROUP: Management Non Represented		FLSA STATUS: Exempt	
PAY SCHEDULE: Non Represented PAY GRADE: 110		EEO CATEGORY:	
<p>POSITION SUMMARY: (Describe the general nature and level of work performed by this position.) Coordinate and supervise assigned staff and programs to provide for an effective and efficient Economic Support delivery system within a five county consortium. Oversees that services are performed in accordance with a contract with a lead agency and rules established by the federal and state governments.</p>			

DESCRIPTION OF THE JOB: DESCRIBE THE SPECIFIC DUTIES AND RESPONSIBILITIES OF THE JOB AS ACCURATELY AND COMPLETELY AS POSSIBLE, Indicate the approximate percentage of time devoted to each major task or group of related tasks. Identify essential functions of the job with an asterisk (*) An essential function must meet the following criteria: 1) the reason the position exists is to perform that function, 2) no other employee is available to perform that function, 3) the function is highly specialized, and 4) removing the function would fundamentally alter the job.

Guides and provides instruction to Economic Support.

- 50%* Assigns duties, coordinates, supervises and monitors the operation of the Economic Support Unit.
- 5%* Performs personnel functions of unit, such as interviewing and hiring new staff and enforcement of policy and rules.
- 20%* Participates in managing operations for the Moraine Lakes Income Maintenance Consortium.
- 15%* Monitor performance standards and modify procedures to maintain compliance.
- 5%* Represents agency in regard to Economic Support programs to clients, state and county government and the community.
- 5%* Other tasks
 - Assists management in planning, policy development, budgeting and reporting.
 - Mediates disputes between clients and staff/agency programs.
 - Attends seminars, workshops and other training to maintain knowledge of assigned program areas
 - Guard the confidentiality of client and personnel information.
 - Perform special tasks or serve on committees as assigned.
 - Writes program plan proposals in response when required for state programs.

- Participates in program planning and problem solving as leader in unit and management team in agency.
- Other duties as assigned by the Human Services Director.

SUPERVISION RECEIVED: (Indicate the extent to which work assignments and methods are outlined, reviewed, and approved by others.)

The director provides overall program direction through annual performance development goals and the goals established for the annual budget. The director establishes policies that pertain to the entire department and is used as a consultant to program managers in developing policies unique to their program. The director establishes the annual budget after reviewing the recommendations of program managers. The director approves recommended disciplinary procedures including the firing of staff. The director completes the annual performance development plan for all program managers. The director approves the strategies utilized to resolve conflicts with other agencies or organizations.

SUPERVISION EXERCISED: (List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following: (a) assign duties; (b) outline methods; (c) direct work in process; (d) review completed work; (e) sign or approve work; (f) make hiring recommendations; (g) prepare performance appraisal; (h) take or recommend disciplinary action.

This position is currently responsible for supervising 1 Lead Economic Support Specialist, 10 Economic Support Specialists, 1 ES Intake Specialist and 2 Economic Support Specialists-seasonal for WHEAP. The person in this position provides general instruction, makes work and workplace assignments and schedules staff and work. The person in this position manages work traffic and defines the local operating system. Work is reviewed by quality control methodologies and timeliness is measured by reporting subsystems. The supervisor is responsible for corrective active and developing performance improvement plans based upon error reports. The supervisor is responsible for performance appraisal, interviews and hires new employees and takes disciplinary action. Termination decisions are made with the approval of the director.

.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Education Requirements: (Include certificates, licenses and/or registrations required.)

1. High school diploma or equivalent.
2. Two years of technical school or college.
3. A minimum of three years of experience as an Economic Support Specialist. (Additional education or experience may substitute for technical school or college.)
4. Wisconsin driver's license.
5. Must complete the same state requirements as experienced ESS/FEPs which is 2 Enhanced Case Management programs and 12 hours of professional development training per year. *
6. Must attend state-required training for new policy as offered. *
7. Civil rights training once every two years. *

Experience Requirements: See no. 3.above

Knowledge, Skills and Abilities:

1. Effective oral and written communication skills.
2. Able to readily adapt to changes.
3. Able to read and comprehend detailed and complex program requirements.
4. Ability to evaluate situations and respond appropriately.
5. Must enable and direct staff to perform necessary duties.
6. Able to apply principles of adult education.
7. Awareness of civil rights laws related to employment and access to services.
8. Maintain knowledge and skills in a variety of programs.
9. Able to perform mathematical functions.
10. Basic understanding of personnel policies and labor law.
11. Able to understand and apply principles of supervision.
12. Must be able to creatively solve problems.

Note : Potential candidates for this position must successfully pass a criminal background check with no bars to employment per HFS 64.

WORKING ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Inside work environment in a sealed building (Administration Center) . Frequent travel between two primary work sites and to numerous meetings. Must occasionally deal with threatening or angry individuals.

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.

Approvals:

Department Head: _____

Date: _____

Human Resources Director: _____

Date: _____