

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Class Code: 002011  
Grade: 24  
FLSA: Exempt**

**GOVERNMENT ASSISTANCE ELIGIBILITY SUPERVISOR**

**DEFINITION OF SERIES:**

The Government Assistance Eligibility Supervisor covers positions responsible for determining eligibility for various programs available to assist individuals, families, children, seniors, and people with disabilities needing financial and/or medical assistance and other support services.

**DISTINGUISHING CHARACTERISTICS:**

This is specialized human services work at the supervisory level in directing the work of staff engaged in determining eligibility of County residents for various financial and/or medical assistance programs available to assist families, children, seniors, the disabled and others who need financial assistance and other support services. The employees assign and review the work of staff within their units, resolve problems in the work, enforce work policies and introduce changes in work methods and procedures. Employees regularly participate in or recommend decisions or actions on a variety of personnel matters, including selection, orientation, training, performance appraisal, leave approval, promotion, counseling, minor discipline, and adjustments of minor complaints.

**MAJOR DUTIES:**

Employees in this class directs the work of a financial and/or medical assistance unit and is responsible for managing staff resources to meet daily work requirements, which are accomplished by scheduling staff and assigning work to maintain efficient and timely production. Employees serve as primary policy and technical resources requiring wide knowledge of the concepts and practices of the field in order to provide guidance and direction to staff and to resolve unusual and nonstandard cases. The employees in this class are given overall objectives to meet and independently plan and carry out the work of the unit, resolving most conflicts that arise and coordinating the work with other units in the department or outside agencies, as necessary.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Manages assigned resources by assigning staff and providing policy and program expertise to meet program objectives and customer needs.
- Assigns and reviews work, enforces work standards, solving ordinary problems encountered in supervision, coordinates work within area, and enforces work unit/group policies and procedures.
- Completes or oversees case reviews, training, staff productivity (including processing times and error rates) to maintain or improve legal compliance, technical accuracy, customer service and other facets of work.
- Introduces and implements changes in work methods and procedures, staff assignments, and/or work schedules to meet work requirements.
- Prepares periodic statistical and narrative reports on unit operations to monitor unit performance and to keep departmental management informed regarding unit productivity.
- Participates in work groups, committees and task forces as requested, submitting and commenting on proposals and recommendations regarding matters before the groups.
- Collaborates with other units within the department and outside agencies (i.e., providers, partners) to coordinate information exchange on standards of operation regarding financial/medical assistance

## **Government Assistance Eligibility Supervisor Class Code: 002011**

programs, requirements, and processing procedures.

- Recommends and/or initiates employee recognition, performance appraisal, discipline and other actions affecting staff as appropriate, and counsels staff as necessary.
- Performs related duties as required.

### **SUPERVISORY CONTROLS:**

Completed work is reviewed for compatibility with applicable laws, rules and regulations and departmental policies and procedures.

**SUPERVISION EXERCISED:** Employees in this classification act as supervisors to other positions.

### **GUIDELINES:**

The work is subject to established guidelines in state and federal regulatory, policy, and procedural manuals; but, the day-to-day operational matters handled by the employees present challenging circumstances for which the employees must apply ingenuity and resourcefulness to adapt or deviate from standard practices (e.g., adapting office processes to improve efficiency and meet increased production goals, modifying training to reduce error rates and accommodate integration/cross-training objectives, adjusting work assignments to ensure adequate staff coverage, and other similar operational issues).

### **COMPLEXITY:**

Complexity of the work is reflected in the high volume of customers, the multiple and varied financial and/or medical assistance and other service options that exist for meeting customers' needs, the expectations that must be met for production and accuracy, and the accountability for resolving problems that affect service (e.g., customer complaints, system down time, staff shortages, etc.).

### **SCOPE AND EFFECT:**

The work of the employees directly affects the economic and social wellbeing of County residents by providing financial, medical, and/or other assistance to those in need, in accordance with established criteria.

### **CONTACTS:**

Contacts are with applicants, their families and/or their representatives; professional social service and related staffs within the County, other jurisdictions, and State and Federal agencies; and representatives of community social service agencies. Contacts are for the purpose of obtaining or verifying information, resolving operational problems, coordinating actions regarding eligibility determinations, referring individuals and cases to other service units or agencies, and providing information and advice concerning the circumstances of applicants and persons in the programs in order to facilitate appropriate case management.

### **PUBLIC SERVICE /ASSISTANCE:**

Public service/assistance occurs when employees intervene to provide supplementary assistance, when necessary, to deal with difficult, demanding, or highly sensitive customer situations.

### **HAZARDS:**

Performance of this work involves some risk resulting from exposure to persons manifesting aggressive and unpredictable behavior.

## **Government Assistance Eligibility Supervisor Class Code: 002011**

### **MINIMUM QUALIFICATIONS:**

**Education:** Graduation from an accredited college or university with a Bachelor's Degree.

**Experience:** Three (3) years of experience as a journey level specialist in financial assistance program delivery, or three years of equivalent work experience.

**Equivalency:** An equivalent combination of education and experience may be substituted.

### **Knowledge, Skills, and Abilities:**

#### ***Thorough Knowledge of:***

- The economic and social needs of individuals and families and the factors and circumstances that affect their ability to be economically independent.
- Services available through community resources including those provided by public and private agencies that serve persons in need.
- Applicable federal and state laws and regulations relating to eligibility for multiple financial and/or medical assistance and social programs.
- Welfare reform, work incentives programs and child support programs.
- State and agency policies and procedures applicable to the processing of requests for fair hearings and appeals.
- Legal remedies and options available to the agency in the appeals process.
- The overpayment claims process.
- State and agency automated systems and databases and their impact on the eligibility process and outcome.

#### ***Skill In:***

- Work assignment and review and supervisory personnel management.
- Performing case reviews to identify case management problems and to reduce error rates.
- Assessing information and data regarding the economic status of persons and, as required by the program area(s) of assignment, detailed financial records.
- Explaining and defending ideas and positions, both orally and in writing, to individuals and groups to support assigned program activities or decisions.
- Using computers and numbers.
- Interpersonal skills to deal tactfully, effectively, and equitably with people from a wide range of cultural, economic, and social backgrounds, at times in emotionally charged situations.

#### ***Ability to:***

- Develop and utilize data to make accurate determinations on staff performance, training needs, office trends, etc.
- Attend meetings or perform other assignments at locations outside the office.

**Licenses, Registrations, Certifications, or Special Requirements:** None

### **Work Environment:**

The work is normally performed in an office environment.

### **Physical Demands:**

Work is sedentary in nature, with some standing, walking and traveling between work sites.

**Government Assistance Eligibility Supervisor Class Code: 002011**

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

**BARGAINING STATUS:** Positions assigned to this class are normally in the Office, Professional, and Technical (OPT) bargaining unit.

**MEDICAL PROTOCOL:** Limited Core Exam with Drug/Alcohol Screen.

**PROMOTION POTENTIAL:** NA

**CLASS SPECIFICATION HISTORY:**

**Class Established:** August, 1998

**Revised** January, 2002 (M)

April, 2007 (M)

August, 2013

**Classification Study:** September 2021 (M)\*

**\*Former Title/Grade:** "Income Assistance Programs Supervisor/24."