

ECONOMIC SUPPORT SUPERVISOR TRAINING AND DEVELOPMENT

DEFINITION

Under general supervision, manages a unit of Economic Support Trainer, advanced Economic Support Specialist and clerical support staff that provides public assistance program policy development and interpretation, Economic Support Specialist training and quality assurance/error reduction; performs related work as required.

EXAMPLES OF DUTIES

Manages and directly participates in policy development, interpretation, and dissemination; manages new worker and refresher training for Economic Support Specialist staff; ensures that this unit performs in a timely manner and according to agency policies and procedures; assigns work and instructs unit staff on methods and procedures; develops and maintains performance standards; evaluates performance; effectively recommends personnel actions including hires, promotions, merit pay step approvals, and discipline; recommends grievance responses and resolutions; counsels problem employees; participates in agency staff development plans that are constructed according to identified needs; prepares reports on unit or staff performance; attends public meetings and presents information on public assistance programs; fosters professional standards of client service and collegial interaction through training, direction and example.

EMPLOYMENT STANDARDS

Experience and Education: Four years experience in making public assistance program eligibility determinations and service referrals of which two years are at either the lead worker, trainer or supervisory level that demonstrates a contemporary and comprehensive knowledge of public assistance programs. A bachelor's degree in either education, public administration, social work or a related field is desirable.

Knowledges and Abilities: Comprehensive knowledge of laws, regulations and practices pertaining to economic assistance program eligibility; knowledge of community welfare and health resources; knowledge of adult education principles; knowledge of supervisory principles and methods; considerable knowledge of the problems, circumstances, social values and attitudes of economically and socially disadvantaged persons; basic knowledge of quality improvement

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principles and practices including teamwork, problem solving and process improvement; ability to plan, assign, and otherwise supervise the work of others to stimulate staff development; ability to assess unit performance, document performance and improve unit performance; ability to assess and define training needs of staff; ability to coordinate strategies for continuous improvement; ability to maintain records and prepare reports on unit operations and work statistics; ability to present information effectively in writing and orally; ability to establish and maintain effective working relationships with staff, government officials, civic organizations, community agencies, program participants and the general public.