

DIRECTOR OF ELIGIBILITY Tompkins County

Classification: Competitive

Labor Grade: 88

Approved: 6/9/1991 by HH, Commissioner of Personnel

Revised: 3/22

By: RP, Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- (a) Completion of two years (60 semester hours) of study in a regionally accredited or New York State registered college or university AND six years of experience in a position involving examining, investigating, or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, two years of which must have been in a supervisory position; OR
- (b) Graduation from high school or possession of a GED and eight years of experience in examining, investigating or evaluation claims for assistance, veterans or unemployment benefits, insurance, or a similar program operating under established criteria for eligibility, two years of which must have been in a supervisory position; OR
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative position involving responsibility for planning, coordinating, supervising, and managing the performance and activities of several workgroups that collectively administer eligibility for several different economic assistance programs. This class differs from that of Division Coordinator in that the duties are broader in scope, are related more to policy than procedure, are performed with greater autonomy, and assume responsibility for a variety of related activities, both internal and external to the agency. The work is performed under administrative supervision of the Commissioner of Social Services. Direct supervision is exercised over Division Coordinators, Principal Social Welfare Examiners, and other subordinate staff using a strength-based, constructive approach. Does related work as required.

TYPICAL WORK ACTIVITIES:

Directs the formulation of local policies and procedures which relate to the various financial assistance programs administered by the local social services district;

Interprets Federal, State, and local law, regulation, directives, policies, and programs as they relate to financial assistance; advises Senior Management with regard to implementation;

Generates comprehensive plans relating to financial assistance programs as required by State oversight agencies;

Participates in writing grant applications relating to financial assistance programs, and in administering grant-funded programs;

Maintains extensive up to date expertise with mandatory State computer systems such as WMS, MMIS, BICS, ABEL, MABLE, WTWCMS, CNS, IEVS, IEDR, RFMS, SAVE, and the State's MyWorkspace website;

Conducts training sessions for staff on policy and regulations;

Conducts training or coordinates training for new Eligibility staff;

Plans, coordinates, supervises, and manages the activities within assigned areas of responsibility;

Expedites handling of specialized or unique case problems;

Handles complaints/concerns from clients, landlords, and recipient advocates that cannot be resolved at lower levels;

Testifies before the grand jury and at jury trials when necessary;

Prepares a variety of reports and memos for internal and external use;

Promotes collaborative, cooperative, intentional relationships between workgroups and other areas of the department, and with community partners;

Represents the department on a variety of community or county groups and on task forces;

Supervises social services staff in making eligibility determinations and rendering services, including determining policy and program standards and monitoring performance.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of Federal, State, and local social service laws and regulations as they affect eligibility for entitlement programs;

Comprehensive knowledge of the agency's overall programs, policies, and procedures;

Thorough knowledge of other laws and program regulations as they affect eligibility, e.g., Worker's Compensation, Social Security, and Unemployment Insurance;

Thorough knowledge of community resources;

Thorough knowledge of modern principals of supervision;

Ability to communicate well, and deal effectively with others;

Ability to plan, coordinate, manage, and supervise the work of others and to evaluate their performance;

Ability to participate in the administration of progressive discipline when appropriate;

Ability to use a positive, strength-based approach to workforce supervision and client interactions;

Ability to interpret and apply complex written material to specific situations;

Ability to develop and effectively present training materials on specific program content;

Ability to gather information and prepare reports;

Ability to operate a computer;

Ability to perform close, detail work involving considerable visual effort and strain;

Good judgement;

Physical condition commensurate with the demands of the position.

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