

# Class Title: Self-Sufficiency Supervisor

**BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Plans, organizes, directs and supervises administration and coordination of resource management and skills training. Oversees the work of professional and clerical staff and volunteers. Offers information regarding public assistance programs and provides assistance in unusual circumstances.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Manages and supervises personnel by coordinating the activities, monitoring job performance, evaluating case loads, assessing training needs and providing guidance, personal training and direction. Oversees the resolutions to enrollment/attendance issues, contract management, and assigns representatives to serves on boards as necessary.
2	L	Reviews and facilitates presentations to community and state organizations, develops various programs and activities, and serves on agency work groups. Speaks at public forums, and participates in interviews with the media in absence of supervisor.
3	S	Coordinates local, state, and federal policies and programs by ensuring program integrity and compliance, evaluating and/or recommending changes, make decisions on controversial or sensitive issues and planning and managing the programs. Ensures customers are provided resources to make a smooth transition into self-sufficiency.
4	S	Provides oversight of in-house training programs, ensures staff certification and training compliance by overseeing the coordination non-agency training.
5	S	Identifies trends by analyzing data to determine relationships in program data, and evaluating and developing plans of action to correct service deficiencies.
6	L	Reviews case files and provides support and coaching to staff. Supervises staff coverage and workload balance. Provides consultation on complex issues which require dealing with information that is sensitive and confidential.

**CLASS REQUIREMENTS:**

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Formal Education / Knowledge	Bachelor’s degree in the human services field and human services program experience in a lead or supervisory capacity or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.
Experience	Four years of experience in eligibility work or related field and supervisory experience or experience in a leadership role.
Certifications and Other Requirements	Valid Driver’s License
Reading	Work requires the ability to read applications, manuals, verifications, case record documents, legislation, polices, procedures, and agency correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write proposals, performance evaluations, correspondence, various reports, and presentations.
Managerial	Managerial responsibilities include directing programs, and developing and implementing standards and procedures and organizational change.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required.

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Making presentations
Sitting	F	Desk work, driving
Walking	F	To various sites and other departments
Lifting	O	Materials and supplies
Carrying	O	Materials and supplies
Pushing/Pulling	O	File drawers, carts
Reaching	O	For supplies and files
Handling	F	Paperwork, files
Fine Dexterity	F	Computer keyboard, writing
Kneeling	O	Retrieving items from lower shelves
Crouching	O	Retrieving items from lower shelves
Crawling	N	
Bending	O	Retrieving files in lower drawers
Twisting	O	From computer to telephone
Climbing	F	Stairs
Balancing	N	
Vision	C	Reading, computer monitor, driving
Hearing	C	Communicating with personnel and on telephone
Talking	C	Communicating with personnel and on telephone, making presentations
Foot Controls	F	Driving
Other (specify)	N	

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Fax machine, copier, calculator, VCR, telephone, overhead projector, typewriter, vehicle, computer, printer, Microsoft Word, state information system, Windows 95, Internet

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	D
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)