

Date Posted: 8/11/16
Department: Health and Human Services
Job Title: Assistance Programs Manager
Location: Kiowa
Salary: \$4,189-\$4,650/month
Applications accepted until: 8/16/16
Elbert County is an Equal Opportunity Employer
If interested, please submit application and resume to:
Elbert County Government
215 Comanche St., PO Box 7, Kiowa, Colorado 80117
Or email: dianna.hiatt@elbertcounty-co.gov
For more information, please call 303-621-3150



Assistance Programs Manager

Department: Health and Human Services
Approved: August 2016

Salary: \$4,189 - \$4,650/month
FLSA: Exempt

GENERAL STATEMENT OF DUTIES

This position is responsible for the supervision, management and monitoring of multiple federal and state funded assistance programs and assures compliance with federal, state and county rules and regulations through direct service, oversight and supervision of staff and leadership in community and state collaborations. The assigned programs will include a combination of any of the following: Temporary Aid to Needy Families (TANF), Employment First (EF), Medical Assistance, Food Assistance; Child Support Services, Adult Financial programs, Colorado Child Care Assistance (CCCAP) , Low Income Energy Assistance Program (LEAP).

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are not inclusive, but are illustrative of the essential functions of the job. The County reserves the right to modify or change the duties or essential functions of the job at any time.

- Assigns, schedules, evaluates and directs work of assigned employees; trains employees to render effective service to the unit.
- May conduct or direct staff development programs. Provides direct supervision to subordinate of all positions; employees and functions in areas of responsibility.
- Addresses employee complaints and resolves problems in collaboration with Department Personnel and County Human Resources.
- Provides leadership, guidance and support to staff ensuring a high level of performance and compliance with County, State and Federal rules and regulations by developing and implementing program plans and agency administrative policy.
- Work is characterized by a variety of complex operations and/or reports which require analysis of data to identify trends and determine a course of action or change in workload/assignments.
- Establishes and enforces standards for quality and quantity of work by ensuring case reviews are performed for compliance with established standards and to ensure the highest performance of the employee. Recommends the indicated action(s) as necessary.
- Seeks out and actively participates in committees, workgroups or community organizations that are pertinent to current topics or events. Uses participation to promote or maintain the Department's presence in the meetings and gain an understanding of community issues and resources.

- Responsible for unit's strategic planning, development and implementation of policies and procedures; ensures all new and existing programs meet established laws and regulations.
- Develops and monitors grant proposals, audit responses, contracts, budgetary recommendations, and other necessary reports and documents as needed.
- Assists agency staff members through individual and group conferences in analyzing case problems and in improving skills; coordinates activities of staff in providing services to clients
- Participates with the county director and other management team members in establishing long range goals and objectives for program areas.
- Develops systematic methods of implementing program planning which includes developing training opportunities, alternative business practices, controls, developing and implementing agency administrative policy, monitoring work flow, and assigning work to respective units and individuals based on program needs and the skills available.
- Prepares and submits informational reports to the proper investigative resource in cases of suspected fraud.
- Represents the department on various task forces, inter-agency collaborations, and State meetings.
- Nurtures community partnerships to enhance service delivery development in other related agencies, and the community at large.

SUPERVISION EXERCISED

- Reports directly to the Director of Elbert County Health and Human Services.
- Supervises all functions of the assigned programs and may be required to act on behalf of the Director in his/her absence.

KNOWLEDGE AND SKILLS

- Knowledge of leadership, management, administration and communication theories, principals, and practices.
- Knowledge of community resources, agency rules, and program regulations and procedures.
- Demonstrated ability to establish, develop, and sustain key working relationships with a variety of local, state, and regional organizations ranging from local governments to regulatory agencies to community-based organizations.
- Ability to be diplomatic and tactful.
- Ability to travel and attend local, regional and/or state public health meetings.
- Ability to embody the values of teamwork, respect, integrity, innovation and ongoing personal and professional development.
- Ability to manage money in a prudent, sensible manner.
- Knowledge of the legal and liability implications of human services delivery with ability to testify in legal proceedings if necessary.
- Excellent written and verbal communication skills are a must.
- Ability to work under stressful conditions
- Skill in conflict resolution.
- Ability to independently analyze complex situations, formulate plans and make quick decisions, as needed.
- Shares responsibility for building cohesiveness throughout the County Department and among other County offices with attention to building a positive image within the community.
- Ability to understand, interpret and communicate complicated and technical statutes, regulations, policies, procedures and protocols.
- Ability to work with a diverse caseload of clients with varying emotional, physical, developmental and socio-economic backgrounds and varying cultural and/or religious beliefs.

- Ability to plan, schedule, organize and prioritize workflow/schedule to maintain accurate records and meet deadlines.
- Ability to utilize current technology with proficiency in document/file management, word-processing, data-base management, email usage and Internet browsers
- Ability to accept and adapt to changes in the work environment, priorities and program rules and regulations.

RESPONSIBILITY

Position requires ability to work autonomously with extensive knowledge of the rules and regulations regarding the assigned programs in the State of Colorado. Work is reviewed periodically for results obtained. Although decisions must be compatible with the available guidelines and laws, considerable judgment must be exercised..

PERSONAL WORK RELATIONSHIPS

This leadership position requires contact and professional communications with recipients of assistance programs, legal, medical, behavioral health professionals in addition to community organizations, agency staff members, county and state staff and officials.

EDUCATION and EXPERIENCE

Education

- Bachelor's degree in any of the following; Business Management, Human Behavioral Sciences.
- Equivalent combination of education, training and experience which provides the required skills, knowledge and ability for the position may be considered in lieu of the degree.

Experience

- Two years direct experience in one or more of the assigned Human Services programs
- Two years full- time experience supervising and managing employees that include directing work activities and evaluation employee performance preferred.

ADDITIONAL REQUIREMENTS

- Valid Colorado Driver's License
- Acceptable Motor Vehicle Record
- Must be able to pass a criminal background check

PHYSICAL EFFORT, WORK ENVIRONMENT

- Normally individual performs work indoors in a controlled standard office environment.
- Appearances are required at community and statewide meetings.
- Incumbent may encounter angry, hostile clients and verbal abuse.
- Local and statewide travel is required at times.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in an office setting. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The following are some of the physical demands commonly associated with this position.

Driving:	Occasionally
Balancing:	Frequently
Bending/Stooping:	Frequently
Twisting:	Frequently

Squatting/Crouching:	Occasionally
Kneeling:	Occasionally
Crawling:	Occasionally
Climbing Stairs:	Occasionally
Climbing Ladders:	Occasionally
Reaching:	Frequently
Standing/Walking:	Frequently
Lifting:	Occasionally
Lifting:	1 lb. minimum/40 lbs. maximum
Carrying:	1 lb. minimum/40 lbs. maximum
Push/Pull:	1 lb. minimum/40 lbs. maximum