

Benefit Program Supervisor

\$44,104 / year or higher DOQ + [Full-Time County Benefits](#)

James City County Social Services Department seeks an individual to perform experienced work supervising assigned staff, planning various programs, interpreting policies, monitoring records, and participating in community events.

Responsibilities:

- Responsible for the effective supervision of assigned staff including selection, performance management, employee relations, training, prioritizing and assigning work and related activities.
- Plan, organize, and supervise the administration various federal, state, and local financial assistance programs; ensure established goals and objectives are met.
- Interpret, explain, and train on multiple financial assistance program policies including Supplemental Nutrition Assistance Program (SNAP); Medicaid for families, children, the elderly and disabled, and nursing home/community based care; Temporary Assistance for Needy Families (TANF); Auxiliary Grants (AG); General Relief (GR) for unattached children; and, Energy Assistance.
- Track and comply with State mandates for timeliness and accuracy compliance for all the financial assistance programs.
- Monitor case records for adherence to policy, accuracy, and timeliness standards; ensure the safeguarding of confidentiality of all information.
- Participate in community events, public speaking engagements, and fair hearing appeals.
- Track, monitor, and respond to Data Warehouse, Virginia Case Management System (VACMS), and state reports; pending application, renewal, or change reports on a daily, weekly, or monthly basis

Requirements:

- Any combination of education and experience equivalent to a bachelor's degree in sociology, psychology, health, or related field; experience in eligibility type determination; and, supervisory and training experience.
- Must possess a valid Virginia driver's license and have an acceptable driving record based on James City County's criteria.
- This position is subject to Infection Control training and procedures.
- Considerable knowledge of financial assistance programs; the principles and practices of public social service organizations and public assistance programs;
- Knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction.; and, leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Skill in use of computer software, especially Microsoft Office Suite; State Department of Social Services computer systems; and, oral and written communication.

Accepting applications until position is filled. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>