

**SPOTSYLVANIA COUNTY**  
Department of Human Resources  
9104 Courthouse Road, P.O. Box 605  
Spotsylvania, VA 22553

<http://www.spotsylvania.va.us>

**INVITES APPLICATIONS FOR THE POSITION OF:  
DSS - Division Director / Benefits**

*An Equal Opportunity Employer*

**SALARY**

\$74,404.00 - \$96,726.00 Annually

**ISSUE DATE:** 05/24/19

**FINAL FILING DATE:** Continuous

**THE POSITION**

Under limited supervision, performs highly responsible supervisory and administrative work that supports the general management and activities of the Eligibility Division within the Department of Social Services. Work involves coordinating and directing the efforts and resources of multiple services units of the agency, including direct supervision of Eligibility Supervisors; developing and implementing operating policies and procedures within the framework of department/divisional goals and objectives; reviewing and analyzing services, procedures, and policies; and leading/assisting with quality improvement efforts within the agency. Employee must establish and maintain productive working relationships with agency staff and stakeholders, County and State officials, other local departments of social services, and community partners. Employee participates in planning, developing, and deploying strategies to achieve agency mission of helping families meet basic needs and move toward self-sufficiency. Reports to the Director of Social Services or her/his designee. This position is essential. Personnel occupying this position may be scheduled to work irrespective of weather conditions and/or when general county offices are closed.

**SPECIAL DUTIES & RESPONSIBILITIES**

Plans, assigns, reviews and evaluates the work of supervisory staff responsible for effective delivery of services and compliance with governing policies and code.

Monitors service delivery and implements organizational changes necessary to achieve goals and objectives.

Manages the recruitment and on-boarding of eligibility staff across the Eligibility Division.

Coordinates individual and unit training schedules to ensure access to and timely completion of mandatory trainings and the delivery of in-house events that develop worker knowledge, proficiency, and skill sets that ensure worker/agency compliance with policy while achieving successful outcomes.

Implements and monitors new and/or revised service programs or delivery methods.

Compiles or monitors administrative and/or statistical data; performs research and makes calculations as needed; analyzes data and identifies trends; prepares/generates reports; submits reports to state agencies as required.

Participates in state or regional work groups on relevant issues and initiatives.

Oversees preparation for and communication on on-site/off-site reviews and report outs of review findings.

Serves as interim Supervisor to an eligibility unit experiencing an extended absence or vacancy in the position of Eligibility Supervisor.

Supervises or coordinates the administration of Disaster SNAP; supervises activities of emergency workers, volunteers and interns; assists with shelter management in case of an nuclear power plant emergency.

Interprets, explains, and ensures compliance with requirements all applicable codes, codes, laws, rules, regulations, standards, policies and procedures; initiates any actions necessary to correct deviations or violations.

Consults with department director and other officials to review activities, review/resolve problems, receive advice or direction, and provide recommendations.

Conducts internal/external needs assessments of the agency to reassess agency needs or to assist other public/private groups in assessing needs of the community; pursues resource development within the community and with state agencies.

Coordinates program activities with other departments, courts, Community Services Board, school system, various committees, outside agencies, or others as needed.

Responds to complaints and questions related to department operations; provides information, researches problems, and initiates problem resolution; performs conflict management as necessary.

Prepares or completes various forms, reports, correspondence, logs, performance evaluations, statistical reports, production reports, food stamp reports, IEVS logs, hotline logs, eligibility evaluations, verification checklists, client notices, case narratives, case action forms, case suspensions, appeal summaries, assistance plans, notices of obligation, employment verification requests, track sanctions, exemptions, fraud referrals, or other documents.

Receives various forms, reports, correspondence, time sheets, leave requests, quality control reports, truancy reports, HUD/VHDA forms, pending cases, case counts, SNAP reports, SNAP management evaluations, IEVS reports, benefit applications, income records, bank statements, disability reports, court orders, child support orders, legal documents, property records, life insurance policies, birth certificates, school truancy reports, immunization schedules, medical/laboratory reports/bills, shelter bills, daycare rate sheets, program manual updates, policies, procedures, maps, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, presentation, e-mail, Internet, or other computer programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner.

Communicates with director, employees, other departments, clients, family members, social service agencies, government agencies, counselors, medical providers, probation officers, law enforcement personnel, court personnel, attorneys, schools, community organizations, professional colleagues, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Attends various meetings, serves on committees, and makes presentations as needed; represents the agency in community and inter-agency activities; participates on committees/boards relating to service delivery; attends district and region Eligibility Supervisor meetings.

Provides information and education to the community regarding public assistance programs and issues; provides training and/or makes presentations to schools and local community organizations; assists in making presentations to Board of Supervisors and other administrative officials.

Maintains confidentiality of departmental issues and documentation.

Maintains a comprehensive, current knowledge of applicable laws, regulations, policies, or other guidelines; reads professional literature; maintains professional affiliations; attends conferences, seminars, workshops, and training sessions regarding changing laws and policies.

Provides assistance to other employees or departments as needed. Performs other related duties as required.

### **MINIMUM TRAINING & EXPERIENCE**

Bachelor's degree in Social Services, Sociology, Human Services, or closely related field; supplemented by five (5) years previous experience and/or training that includes public assistance program administration, program eligibility evaluation, social work, customer interaction, and personal computer operations with at least three (3) years in a supervisory role; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Must possess and maintain a valid Virginia driver's license.