



POSITION AVAILABLE:

Job & Family Services (JFS) Supervisor

POSTING DATE: Friday, March 25, 2022
DEADLINE TO APPLY: Open Until Filled
DEPARTMENT: Job & Family Services / Public Assistance
LOCATION: Ravenna, OH
WORKING HOURS: Monday – Friday, 8:00am to 4:30pm
SALARY: \$24.97/hour
FLSA STATUS: Classified, non-exempt

JOB OBJECTIVES:

Under the direction of the JFS Administrator and/or Workforce Administrator for the Portage County Department of Job and Family Services, incumbent is responsible for the overall supervision of a unit assisting clients who have applied for benefits and services. Provides guidance to Employment Service Counselors, Case Workers and/or support staff within the unit. Ensures that staff comply with federal and state regulations and laws. Monitors compliance with State and Federal mandates and assesses employees' caseloads to ensure compliance.

MINIMUM QUALIFICATIONS:

Possession of at least two (2) years of college level coursework in Public or Business Administration, Behavioral Science, Social Science or other related field and a minimum of two (2) years as an Eligibility Specialist. Must possess a valid Ohio driver's license and maintain continuing eligibility under the existing County driver eligibility standards.

EXAMPLE OF DUTIES:

Supervise day-to-day JFS programs including, but not limited to: OWF, Food Assistance, Medicaid, Benefit Recovery, Quality Assurance, State Hearings, Child Care, PRC, Medicaid transportation, HealthChek, Work Participation Activities and Workforce programs. Carry out supervisory responsibilities in accordance with the County's policies and applicable laws. Responsibilities include interviewing, hiring, training, assigning, and directing work, performance appraisal, discipline, settling grievances, addressing complaints, and resolving problems, providing interpretation of County policies, procedures, rules, and laws. Enter, retrieve, and analyze data from CRIS-e, OBWP, SETS, OWCMS, MITS, CCIDS, BIC, BI Portal, Cognos, and the Internet. Ensure that all JFS programs are processed timely according to procedures mandated by state/federal/agency guidelines. Communicate with outside agencies to evaluate customers' needs and eligibility. Answer correspondence, e-mail, and telephone inquiries. Assist in developing agency policies and evaluate existing office procedures. Collect information necessary to complete required reports, correspondence, or paperwork. Enter and retrieve data in manual or automated systems, e-mails and/or facsimiles. Ensure and maintain security and confidentiality of unit caseload data, which includes information stored on Agency computer and other information systems. Serve as back-up for direct report employees when necessary. Keep current in areas of responsibility by attending skill development seminars, conferences, or training sessions.

HOW TO APPLY:

- **THE COUNTY APPLICATION FORM IS REQUIRED** WHEN APPLYING FOR THIS POSITION.
- APPLICATIONS CAN BE DOWNLOADED FROM THE COUNTY WEBSITE:
<https://www.portagecounty-oh.gov/human-resources/pages/job-opportunities>
- APPLICATIONS CAN BE FAXED, EMAILED OR MAILED:

PORTAGE COUNTY HUMAN RESOURCES

449 S. MERIDIAN STREET, 7th Floor

RAVENNA, OHIO 44266

EMAIL: HRD@PORTAGECO.COM / FAX: 330-298-4225

PORTAGE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER (EOE)