



CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
DEPUTY ADMINISTRATOR, WELFARE AND SUPPORTIVE SERVICES	45	A	12.305

Under the direction of the division administrator, plan, organize, direct, control and evaluate the operation of the division's public assistance, benefit and support programs including Food Stamps, Medical Assistance to the Aged, Blind and Disabled (MAABD), Temporary Assistance to Needy Families (TANF), Child Health Assurance Program (CHAP), Family Medical Coverage (FMC), Employment and Training, Low Income Home Energy Assistance program, Child Care Development Fund and other allied programs; direct and supervise the activities of social services chiefs and managers statewide.

Ensure compliance with federal and State laws and regulations, federal sanction levels on programs, and that quality services are provided efficiently; keep abreast of changing State and federal laws and regulations, and social, economic and demographic trends in order to adjust programs or develop new programs as needed.

Establish program goals and objectives which incorporate the mission and priorities of the agency and recommendations of program chiefs and managers.

Coordinate program planning, development, and implementation within the agency through joint planning with deputy administrators, program chiefs, and representatives of other divisions, and by identifying parameters and priorities for subordinates.

Oversee the development and maintenance of management information systems to ensure the availability of current information regarding program and field office operations.

Direct and supervise program chiefs responsible for child care programs, public assistance, benefit and support programs, and managers of statewide field offices to accomplish established goals and objectives; interview and hire candidates; delegate assignments and responsibilities; provide guidance, motivation and training; evaluate performance and initiate disciplinary action.

Monitor program and field office operations through on-site visits, reviewing management information reports, quality control findings, and program and management evaluation reports; initiate and monitor the results of corrective action plans; ensure field offices are organized and staffed appropriately; ensure program personnel are utilized effectively; and provide guidance to program chiefs and managers with regard to disciplinary actions and other personnel issues.

Allocate new positions among offices based on program requirements, caseloads, and staffing standards; move staff among offices as necessary; utilize staff from other units to reduce the effect of staff shortages on program operations; identify training needs and provide for appropriate training.

Participate in the development of program and operating budgets and monitor approved budgets; direct program staff to provide estimates of costs associated with implementing new or revised federal programs, regulations, and program options for inclusion in the agency budget; monitor spending to ensure budget authority is not exceeded; and work with staff to develop alternatives and recommendations for program operations if funding shortfalls occur.

Serve as a representative of the agency at meetings with other social service organizations and agencies, community groups and individuals; prepare and present testimony to the legislature; respond to requests for information from the media; and work with federal officials to resolve major program or compliance issues.

Act on behalf of the administrator as requested or assigned.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in public administration, business administration, social work, or related field and three years of managerial experience which included planning, organizing, directing and coordinating the implementation of public assistance programs; **OR** an equivalent combination of education and experience.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: principles and methods of management and administration; principles and practices of social welfare administration. **Working knowledge of:** State and federal laws and regulations pertaining to public assistance, benefits and support, child care and energy assistance programs; administrative and legislative budget processes; personnel management, budgeting and planning. **Ability to:** read, interpret and prepare management reports including fiscal, statistical, and narrative data; motivate others to work toward a common goal; plan, organize and coordinate the activities of staff and multiple organizational units to ensure agency and program directives are met; manage space, equipment and other resources including developing utilization plans and justifying purchases; establish and maintain cooperative working relationships with subordinate staff, superiors, government officials, and staff of other agencies; speak effectively before large groups and committees and respond to questions; write logical, concise materials such as proposals, reports, justifications and legislative bill drafts; negotiate and exchange ideas, information, and opinions with others to formulate policies and programs and/or arrive jointly at decisions, conclusions or solutions; interpret complex technical documents such as federal and State laws and regulations and legal opinions; prepare and deliver formal or informal presentations to groups or individuals; supervise employees directly and through subordinate supervisors.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: State and agency administrative regulations, policies and procedures; agency programs, associated budgets, and applicable laws and regulations. **Working knowledge of:** State personnel practices, policies and regulations; State budgetary and fiscal reporting requirements.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

12.305

- ESTABLISHED: 8/10173
- REVISED: 6/20/78-3
- REVISED: 1/1/78R
- REVISED: 8/1/78PAC
- REVISED: 7/1/93P
- REVISED: 10/23/92PC
- REVISED: 7/1/93LG
- REVISED: 7/1/03P
- REVISED: 10/14/02PC
- REVISED: 7/1/05LG