



# Texas Works Supervisor II

Salary Group: B21

Class Code: 5632

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
TEXAS WORKS SUPERVISOR I	5630	B19	\$42,244 - \$68,960
<b>TEXAS WORKS SUPERVISOR II</b>	<b>5632</b>	<b>B21</b>	<b>\$48,278 - \$78,953</b>

## GENERAL DESCRIPTION

Performs advanced (senior-level) administrative and supervisory eligibility program work. Work involves planning, developing, and implementing eligibility programs; and providing technical assistance and consultative services to program staff. Supervise the work of others. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment.

## EXAMPLES OF WORK PERFORMED

Oversees client financial eligibility activities; and plans, assigns, and supervises the work of assigned staff.

Oversees special investigations and reviews.

Oversees, manages, and monitors staff workloads to ensure effective and timely client services.

Prepares management reports, analyses, productivity studies, and other correspondence related to program activities.

Plans, implements, coordinates, and monitors service delivery.

Provides guidance to employees in handling difficult or complex problems in assigned program areas.

Establishes unit goals and objectives; develops and approves schedules, priorities, and standards for achieving goals; and oversees program evaluation activities.

Develops and implements program guidelines, procedures, policies, rules, and regulations; and monitors compliance with policies and procedures.

Develops and implements techniques for evaluating programs.

May prepare and conduct seminars and presentations for citizens, clients, staff, management, or elected officials.

Supervises the work of others.

Performs related work as assigned.

## **GENERAL QUALIFICATION GUIDELINES**

### **EXPERIENCE AND EDUCATION**

Experience in social services, financial eligibility determination, or investigative work. Graduation from an accredited four-year college or university with major coursework in human services, social science, business, or a related field is generally preferred. Experience and education may be substituted for one another.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of policies and procedures related to state and federal social service eligibility programs; of the principles and practices of public administration; and of local, state, and federal laws and regulations relevant to the program area.

Skill in monitoring, in interviewing, in overseeing individual needs assessments, and in the use of a computer and applicable software.

Ability to establish, plan, organize and monitor department production goals; to devise solutions to client complaints and issues; to develop and evaluate administrative policies and procedures; to prepare reports; to interpret regulations; to communicate effectively; and to supervise the work of others.