

Job Title: Financial Assistance Supervisor
Department: Health & Human Services
Classification: 10
Reports to: HHS Director
Supervises: Yes
Normal Business Hours: Monday – Friday, 8:00 AM – 4:30 PM
Telecommute: By exception
Union: No
FTE Status: 1.0 Full Time Equivalent
Last Reviewed: 08/2024

Nature of Work:

This position ensures the provision of high-quality customer service as well as seeing that all County, State & Federal laws are applied properly. They provide technical guidance and suggestions on case direction and the creation and presentation of multiple annual and biennial reports. They oversee a team dedicated to providing State and Federal cash, food, housing, emergency, waivers, and healthcare benefits to the public; while following State and Federal policies and guidelines. They are expected to remain knowledgeable of any changing or updating of legislation and laws for all County, State and Federal levels; and assure team is aware of any relevant changes.

Communicates with:

Internally – All HHS staff.

Externally – State/county/city entities and public.

Supervision:

Eligibility workers

Essential Work Functions:

- Manages and directs staff to include prioritizing and assigning work; conducting performance evaluations, ensuring staff is trained, ensuring that employees follow policies and procedures, maintaining a healthy and safe working environment and making hiring, termination, and disciplinary recommendations.
- Participates in State and Federal audits.
- Formulates and presents reports to the County Board regarding all programs accessed by unit.
- Creates training tools and reports to comply with State and Federal Corrective Action Plans.
- Research and participation in appeals as requested by clients.
- Assist staff with case consultation and decision making.

Other Work Functions

- Performs related work as required.

Minimum Qualifications of Education and Experience:

- Requires specialized training beyond High School, but less than an associate degree.
- Three (3) years of experience required in County or State eligibility and benefits determination position.
- Ability to pass all position required background(s) and testing(s).

Knowledge, Skills, and Abilities Required:

- Ability to effectively supervise staff.

- Valid MN driver's license.
- Experience working with Microsoft Office (Word, Excel, PowerPoint, Outlook, etc.).
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships.
- Highly self-motivated and directed.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Able to work in a team-oriented, collaborative environment.
- Knowledge and skills in strategic planning.
- Demonstrate initiative and excellent problem-solving skills.

Persons with disabilities:

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodation may be available for both essential and non-essential job duties.

Physical Demands and Work Environment:

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands:

Exposed to:	24% or Less	25% - 49%	50%- 74%	75% or more
Office environment				X
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry			X	
Talking, hearing			X	
Close and distance vision		X		
Light (Up to 10 pounds of force)		X		
Challenging or threatening behaviors		X		
Travel		X		
Work with high detail/deadlines			X	

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Board of Commissioners, County Administrator and/or the Department Head retains the discretion to add duties or change the duties of this position at any time.

Morrison County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodation to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name: _____

Employee Signature: _____ Date: _____