

**Franklin County Board of Commissioners  
Classification Specification & Job Description**

<b><u>CLASSIFICATION TITLE:</u></b> Social Program Administrator 2	<b><u>CLASS NUMBER:</u></b> 70307	<b><u>FLSA:</u></b> Exempt
<b><u>AGENCY/DIVISION:</u></b> Department of Job & Family Services - Northland	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 180
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N19	<b><u>POSITION CONTROL #:</u></b> 100610
<b><u>POSITION LOCATION:</u></b> 1721 Northland Park Ave, Columbus, OH 43229	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Assistant Director, CLC (10600)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b> Case Manager Supervisor (100640)		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Social Program Administrator 2 classification is to interpret program policy and regulations and manage the work and assigned staff.

**JOB DUTIES:**

Coordinate assigned programs including directing and administering assigned programs. Provide direct supervision to assigned staff. Consult with and provides technical assistance to community, agency staff, consultants and providers relative to agency operations and processes. Assist in interpreting new and existing Ohio Administrative Code (OAC), federal and state policies and regulations in all public assistance manuals. Research individual customer or advocacy group complaints and facilitates resolutions of escalated customer complaints or issues that cannot be resolved by case manager, supervisor, or executive assistant. Monitor and track customers and/or advocacy group complaints to identify trends and recommend training or policy changes. Oversee management of contracted services such as disability examinations and transportation services. Consult with and provide technical assistance to community, agency staff, consultants and providers relative to agency operations and processes.

Monitor functions of assigned units, set expectations, and recommend workload and staffing changes as appropriate. Initiate and re-evaluate area policies and procedures to improve efficiency and production levels and to maintain appropriate information flow and communication with staff. Develop process improvements for the agency as it related to assigned program. Prepare reports and data analysis, as necessary. Participate in state workgroups with multiple counties. Hold bi-weekly staff meetings and make recommendations for improving staff skills relative to program. Review and interpret employee handbook, agency policies, and union contract. Issues corrective action plans through conferences and discipline. Attend Agency meetings, video conferences, and training sessions. Interview and select staff for vacant management positions. Provide one-on-one coaching to program managers. Complete employee performance appraisals.

Represent the agency on committees, community agency boards and advisory groups. Represent agency at speaking engagements. May collaborate or partner with community agencies on special projects. Make presentations to community organizations and answer inquiries from agency personnel, other government agencies or community organizations, applicants and/or families, and general public. Organize conferences and training seminars for staff and community. Assign and review work. Evaluate staff performance and conducts corrective action conference. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of management; employee training and development, human resources development; supervision, employee training and development; public relations; human relations; agency policy and procedures; counseling; business; social sciences. Skill in word processing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; calculate fractions, decimals and percentages; add, subtract, multiply and divide whole numbers; use statistical analysis; read simple sentences with common vocabulary; comprehend simple sentences with common vocabulary; maintain accurate records; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; prepare and deliver speeches before specialized audiences and general public; develop complex reports and position paper; establish friendly atmosphere as supervisor of work unit handle sensitive inquiries from and contacts with officials and general public.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Bachelor's degree in social work, business management, or related field with five (5) years of management experience; or any equivalent combination of training and experience.

**Additional Requirements**

No special license or certification is required.

**Supervisory Responsibilities**

Ability to assign, review, plan, and coordinate the work of other employee, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, to act on employee problems, to recommend and approve the transfer, promotion, or salary increase of other employees.

**UNUSUAL WORKING CONDITIONS:**

N/A

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date