

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

KIDCARE SUPERVISOR

POSITION CODE: 22003

Effective: 05/01/2005

DISTINGUISHING FEATURES OF WORK:

Under general direction, supervises and administers a KidCare unit providing medical casework services to applicants and recipients of public assistance; provides direct supervision and administrative direction to professional caseworkers; assumes responsibility for management of the office in the absence of higher level management staff as assigned; acts in an advisory capacity to concerned officials and community groups.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Provides direct supervision and administrative direction to a staff of professional caseworkers in the investigation and determination of eligibility of applicants and recipients of KidCare assistance; directs the preparation, processing and maintenance of appropriate records and files; assumes responsibility for authorization of services to eligible persons; assists in the administration of office operations as assigned and assumes full management responsibility for the office in the absence of higher level management staff as assigned.
2. Assigns, reviews and approves casework documentation performed by professional and clerical staff; instructs and advises staff on casework methods and techniques.
3. Reviews difficult and complex medical assistance cases; approves or adjusts casework recommendations made by professional staff.
4. Evaluates and resolves personnel problems; develops and maintains employee objectives; completes and conducts evaluations of subordinate staff; tracks production for each subordinate and for the unit as a whole; counsels employees on problems with productivity, quality of work and personal conduct; issues oral and written reprimands on own initiative; administers disciplinary action for infractions of established policies and procedures; accepts and responds to grievances at the first level.
5. Assumes responsibility for assuring fiscal accounts and records relative to the overall operation of the unit are maintained and controlled, e.g., petty cash fund, equipment, inventory, etc.
6. Coordinates agency assistance programs and services with those of other agencies and community groups; confers with and advises professional and lay groups relative to medical welfare work.

## KIDCARE SUPERVISOR (Continued)

7. Reviews and evaluates reports of casework activities; prepares reports, forms and correspondence pertaining to medical aid programs; supervises employees engaged in the maintenance of casework files, records and transactions; oversees maintenance and upkeep of office activities.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college with courses in social science or business. Appropriate business experience may be substituted for college on a year-for-year basis.

Requires two years professional supervisory experience in a public welfare agency, or three years professional experience in welfare, teaching, public health, or other public services.

Knowledge, Skills and Abilities

Requires extensive knowledge of social casework methods, techniques and principles.

Requires extensive knowledge of the Illinois Public Assistance Code, related federal acts and agency requirements and procedures.

Requires working knowledge of state resources and of the current social and economic problems and the individual health, educational and recreational needs in the community.

Requires working knowledge of sources of information pertaining to social welfare.

Requires ability to plan, organize and supervise casework staff and to analyze various technical casework situations and to direct activities along the most productive lines in relationship to agency objectives.

Requires ability to effectively interpret and disseminate agency programs, policies, and objectives in oral and written form.

Requires ability to review and evaluate casework information and to determine proper amounts of aid to be allowed congruent with agency policy.

Requires ability to establish and maintain satisfactory and effective working relationships with professional and lay groups, local governmental officials, staff, and the general public.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.