

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

**INCOME MAINTENANCE ADMINISTRATOR**

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**DEFINITION**

Plans, directs, supervises, administers, and coordinates all Income Maintenance programs in a Service Area of the Department of Human Services; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Supervises and evaluates the work of subordinate staff; effectively recommends personnel actions related to selection, disciplinary procedures, performances, leaves of absence, grievances, work schedules and assignments, and administers personnel and related policies and procedures.

Plans, directs, administers and coordinates all Income Maintenance programs within a Service Area of the Department of Human Services.

Interprets programs to interested groups and the general public; relates the programs to other community activities and participates in the development of resources in the community; responds to community requests for information; develops and coordinates community outreach efforts of the service area; collaborates with community partners to obtain the best results for clients.

Develops general policies and procedures and staffing plans for the operation of the income maintenance programs to ensure timely and accurate benefits are provided.

Confers with consultants and other departmental officials on technical problems involving the interpretation and application of policies, regulations, and procedures.

Develops and presents budgets to the appropriate administrative/advisory boards.

Implements policies and regulations of the Department of Human Services and assures that conformity to policy is maintained; ensures conformity to Federal and State performance targets within the Service Area; conducts staff meetings and develops in-service training of personnel through the use of staff meetings, conferences and group meetings and special training programs authorized by the Department.

Participates in special projects as requested by the Service Area Manager; serves as the statewide specialist of an Income Maintenance program area; is part of the Service Area's leadership team.

Prepares or directs the preparation of program related records and reports.

**COMPETENCIES REQUIRED**

Knowledge of the principles of supervision, including delegation of work, training of subordinates, performance evaluation, discipline, and hiring.

Knowledge of the administrative process of planning, organizing, staffing direction, budgeting, and controlling as it is applied to a public agency.

Knowledge of the rules, regulations, and goals related to Income Maintenance programs.

Knowledge of the purposes, goals, and objectives of the Income Maintenance programs.

Knowledge of interviewing skills and techniques.

Knowledge of the principles of human behavior.

Knowledge of the basic principles of community organization.

Knowledge of federal and state legislation relative to Income Maintenance programs.

Ability to plan, organize, direct, and evaluate the work of subordinates.

Ability to make logical and accurate decisions based on interpretations of program rules and regulations and administrative support data.

Ability to coordinate the work of several different work units and offices.

Ability to interact with elected officials, community representatives, volunteer groups, regional planning committees, and other groups in order to develop and maintain effective working relationships related to the delivery of services.

Ability to interact with subordinates, supervisors, clients, the general public, and the news media in order to establish effective working relationships.

Ability to project staffing and program needs for the administrative area based on resources available, existing personnel, and budget constraints.

Ability to evaluate state and federal financing program operations.

Ability to effectively communicate orally and in writing in order to persuade, interpret and inform subordinates, clients, general public, public and private officials.

Ability to meet customer needs in a consistently helpful and courteous manner.

Ability to work cooperatively with others as part of a team.

Ability to apply personal work attitudes such as honesty, responsibility and trustworthiness required to be a productive employee.

Ability to use a personal computer and related software.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from an accredited college or university and experience equal to three years of full-time work in a social work program;

OR

experience equal to six years of full-time work in an Income Maintenance program, two years of which were in a full-time supervisory capacity.

Effective Date: 8/05 JG