



## FAMILY ASSISTANCE ANALYST SUPERVISOR

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### **General Summary**

To supervise a unit of Family Assistance Analysts (FAAs) who are responsible for determining eligibility for multiple Income Support Programs and providing employment assistance to a diverse population. The FAA Supervisor provides program guidance, mentoring, coaching, training in policy rules and procedures, and caseload analysis.

### **Family Assistance Analyst Supervisor**

**Jobcode: G1060S**

**Pay Band: 70**

**FLSA Status: Exempt**

### ***Distinguishing Characteristics***

Work is performed under general guidance and supervision of an administrative superior. Exercises supervision over staff.

### ***Recommended Education and Experience for Full Performance***

Bachelor's Degree from an accredited college or university in any field and six (6) years of experience in eligibility determination and/or interviewing in a public welfare or social welfare program, one (1) year of which must be supervisory experience.

### ***Minimum Qualifications***

Bachelor's Degree from an accredited college or university in any field and four (4) years of experience in eligibility determination and/or interviewing in a public welfare or social welfare program. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience. One (1) year of supervisory experience may substitute for one (1) year of experience.

### ***Essential Duties and Responsibilities\****

- Performs supervisory duties to include: interviewing, hiring or recommending selection, training, assigning duties, motivating and conducting performance evaluations of staff.
- Participates in meetings with civic organizations, potential employers, or other groups to promote client training and work program.
- Oversees unit's distribution of state and federal program funding within mandated federal tolerance levels.
- Conducts unit meetings and individual conferences to inform staff of changes in policies and procedures.
- Reviews and approves eligibility determinations of staff and conducts periodic reviews ensuring compliance with state and federal regulatory timelines.
- Designs and implements training procedures to maintain and upgrade worker performance and knowledge.
- Compiles statistics and writes monthly evaluation reports on program usage, caseloads, and staff performance.
- Provides assistance to staff in complex cases on policy and procedural issues.
- Responds to complaints from clients and staff for purposes of mediation and resolution.
- Evaluates quality control findings, assures corrections, and submits corrective action plans to an error resolution committee.
- Testifies at hearings, advises staff and provides technical assistance and assures implementation of hearing decisions.
- Coordinates intake and maintenance schedules of employee workloads.
- Provides information to the public regarding income support programs.

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- Acts as officer in charge in the absence of administrative superior.

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**Bargaining Unit: Not Represented**

**Statutory Requirements:**

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each agency's utilization, essential functions, and the recruitment needs at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Must possess a valid driver's license.

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**Established:** 12/08/2016

**Revised:**

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*\*Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to SPO website ([www.spo.state.nm.us](http://www.spo.state.nm.us)) to ensure this represents the most current copy of the position.*

*\*\* Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*