

STATE OF MARYLAND
DEPARTMENT OF BUDGET AND MANAGEMENT
OFFICE OF PERSONNEL SERVICES AND BENEFITS
301 West Preston Street
Baltimore, Maryland 21201

POSITION DESCRIPTION

REVIEW INSTRUCTIONS PRIOR TO COMPLETION

PART I. IDENTIFYING POSITION INFORMATION

ITEMS 1-6 to be completed by Agency Personnel Office.

1. PIN 049800	2. CLASS CODE/GRADE 5477 / GR 21
3. SERVICE- Management	4. IS THIS POSITION DESIGNATED AS A SPECIAL APPOINTMENT? No
5. OVERTIME STATUS- N/A	6. AGENCY APPROPRIATION CODE 33.09.00

ITEMS 7-13 to be completed by the supervisor.

7. Current Employee's Name, if applicable	Vacant
8. Class Title	Program Manager III
Working Title, if different	Benefits Access Director
9. Department or Agency Name	Department of Human Services
Division, Unit or Section	Family Investment Administration
10. Work Location/Address	311 West Saratoga Street, Baltimore MD
11. Name of Immediate Supervisor	Augustin Ntabaganyimana
Title of Immediate Supervisor	Executive Director Family Investment Administration

12. Work Schedule: (Check all that apply)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Permanent Day Shift | <input type="checkbox"/> Rotating Shift |
| <input type="checkbox"/> Permanent Evening Shift | <input checked="" type="checkbox"/> Full Time |
| <input type="checkbox"/> Permanent Night Shift | <input type="checkbox"/> Part Time |
| <input type="checkbox"/> Other (Explain) _____ | |

13. If applicable, how long has the current employee been performing the duties listed below?

PART II. POSITION FUNCTIONS

ITEMS 1-7 If additional space is required, attach a separate sheet.

1. MAIN PURPOSE OF THE JOB: Briefly describe the main purpose of this position and how it relates to the mission of the agency.

The Benefits Access Director will lead the development, implementation, and oversight of strategies to improve access to public assistance programs for low-income individuals and families. The Director will work to ensure that community members are informed about, and can easily access, benefits such as Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid, Energy Bill Assistance Programs, Summer EBT, refugee and immigrant services, and other essential programs. The ideal candidate will have a strong understanding of public benefits systems, experience in community engagement, and a commitment to economic self-sufficiency for underserved populations.

2. ESSENTIAL JOB FUNCTIONS AND OTHER ASSIGNED DUTIES - List duty and responsibility statements that identify the essential job functions and other assigned duties. Essential job functions are the fundamental job duties of a position that if not performed will alter the job. (Identify **essential job functions** by highlighting, **underlining**, etc.)

% of Time and/or Weight of Importance	Job Duty
20%	Program Management and Oversight: Develop and implement an annual Benefits Access Plan. Lead and manage the daily operations related to benefits access, ensuring that application systems are user-friendly, efficient, and equitable. Collaborate with peers across business units to assess policies to ensure that they do not pose unnecessary barriers to citizens who want to enroll in economic assistance programs.
20%	Community Outreach and Engagement: Develop and execute outreach strategies to inform low-income individuals about available public assistance programs, working closely with community organizations, social services, and government agencies. Identify and pursue opportunities to expand partnership with community-based organizations. Work with other state agencies (i.e. MSDE, MDH) to identify opportunities to coordinate and streamline access to their resources.
15%	Systems Improvement: Collaborate with MDTHINK and program teams to streamline application processes, reduce barriers to access, and improve the integration of various public benefits programs.
15%	Policy Advocacy & Compliance: Stay current on federal, state, and local policy changes related to public assistance programs, ensuring compliance and advocating for improvements that make access easier for low-income communities.

15%

Data Management and Reporting: Track program usage, caseload churn, outcomes, and client feedback to continually improve service delivery. Prepare regular reports on program performance and areas for improvement.

15%

Team Leadership and Development: Lead, mentor, and manage a team of benefits coordinators and outreach specialists. Foster a collaborative, supportive work environment focused on service excellence.

3. LEVEL, FREQUENCY AND PURPOSE OF WORK CONTACTS: List the contacts that this position has with individuals within the division, agency and department as well as other State agencies, other government agencies, private companies, clients, customers, vendors and the general public. These contacts may be in person, in writing or by telephone. Indicate how often the contact occurs. State the purpose of each contact, for example, to provide information, to explain procedures or decisions, to persuade or negotiate.

- Daily contact with the Directors of ONAP, OCP, OMEP, MDThink team staff and program policy staff to review caseloads, discuss policies, and review eligibility trends.
- Regular contact with the Chief Data Officer to analyze data to identify opportunities for process improvements.
- Daily contact with other FIA Executive Leadership/participates in the discussion/advises on policy, new program implementation and corrective action on existing programs.
- Regular contact with community outreach organizations, government agencies, and local departments of social services to review outreach priorities and identify areas of mutual barriers, take action steps to improve program access.
- Regular contact with the Maryland Department of Agriculture, Maryland Department of Health, Maryland State Department of Education, and other State agencies to coordinate services.
- Regular meetings with the University of Maryland to discuss research needs and monitor progress on existing projects.
- During legislative session, daily contact with the Office of Government Affairs regarding legislative proposals.
- Weekly contacts with LDSS Directors and FIA Assistant Directors to provide technical assistance, provide strategic direction, discussed shared outreach strategies, and seek feedback.
- Monthly meetings with DHS Office of Communications to discuss communications needs and develop outreach material.

4. DECISIONS AND RECOMMENDATIONS: List the decisions and recommendations that this position makes which are necessary to carry out essential job functions. State to whom recommendations are made.

This position determines priorities and exercises highly independent, discretionary judgment in all matters involving program operational policy, contracts, and analytic work. Because of their highly technical nature, the decisions made and work products of the incumbent or those reviewed by the incumbent will not be subject to close review, or possibly any review, by higher-level executives before being made public. Typical decision would include but not limited to:

1. Deciding whether Maryland policy is in conformity or must be changed.
2. Decide what activities are necessary to bring about the needed changes.
3. Establishing program performance measurements
4. Determining technical assistance needs
5. Determining policy research needs and research approach
6. Determining staffing and other resource needs for specific projects
7. Determining policy directed system changes

5. EQUIPMENT USED - List equipment, machinery and tools used to complete this job, e.g. personal computer, calculator, typewriter, hand tools, measuring devices and lab equipment.

Personal and laptop computers.

Printers, fax, copy machines, shredders, and scanners.

Telephone and cell phone.

Excel, PowerPoint Microsoft Word, and WebEx software applications, Google platform applications, MDThink E & E, Qlik, WORKS.

Calculators and cameras; and,

Motor vehicles.

6. NATURE OF SUPERVISION RECEIVED - Check the type of supervision that is given to this position. See instructions Part II, Item 6 for definition of terms.

- Close Supervision
- Moderate Supervision
- General Supervision
- Managerial Supervision

7. WORKING CONDITIONS: (Check all that apply)

- Work involves exposure to uncomfortable or unpleasant surroundings. (Explain)
- Work involves exposure to hazardous conditions which may result in injury. (Explain)
- Work involves special physical demands such as lifting 50 pounds or more, climbing ladders, etc. (Explain)
- Work requires use of protective equipment such as goggles, gloves, mask, etc. (Explain)

PART III	RESPONSIBILITIES FOR THE WORK OF OTHERS
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This section should be completed if this position is responsible for the work of others. This includes full and part-time permanent employees, contractual or emergency employees, volunteers, reimbursable or loaned employees. If additional space is required, attach a separate sheet.

NATURE AND LEVEL OF RESPONSIBILITY FOR WORK OF OTHERS:

A supervisor assigns and reviews the work of other, trains employees, recommends the selection, promotion and termination of employees, approves leave and signs time cards, signs annual performance evaluations, determines and resolves procedural problems within the unit, serves as spokesperson for subordinates, explains policies and directives from management and issues formal disciplinary reminders, warnings and reprimands.

A lead worker assigns and reviews the work of others, instructs and motivates the worker, is available for immediate assistance or review and performs the work of the classification.

a) Does this position supervise employees? Yes No

b) Does this position lead employees? Yes No

If yes, to a or b, list the names and classifications of the employees that this position supervises or leads.

- **PIN:055663** Adrienne Bennett (Human Service Program Planning Administrator)
- **PIN 077236** Vacant (Human Service Planning Administrator)

Check the ways that this position supervises or leads these employees. (check all that apply).

- Assigns and reviews work
- Approve leave, sign time card
- Sign annual performance ratings
- Interview & select new employees
- Train employees
- Discipline employees (counsel, recommend suspension & termination) Do any of the employees supervised have supervisory responsibility? If so, list them and the names and classifications of those they supervise or attach an approved organization chart.

PART IV PERFORMANCE STANDARDS

PERFORMANCE STANDARDS - For each essential job function described in Part II, list the standard(s) necessary for satisfactory performance. If additional space is required, attach a separate sheet.

Performance Standard:

1. **Customer Service:** At all times, the incumbent will provide customer service to both internal and external customers that meet or exceed the standards set by the Department.

Outstanding The employee consistently exceeds the Department's standards.

Satisfactory	The employee consistently meets the Department's service standards.
Unsatisfactory	The employee consistently fails to meet the Department's standards, and has failed to show improvement in meeting those standards.

Performance Standard

2. Policy Analysis and Development: Assigned policy projects are completed ahead of schedule, new program policies are clear and concise and require minimal to no edits, SNAP Program Coordinators have clear guidance on the state plan development process. Written material and products reflect in-depth understanding of policy and authorizing laws.

Outstanding	Consistently delivers written assignments that are written clear and concise for consumption by executive and management staff that exceed established goals.
Satisfactory	Satisfactorily delivers written assignments that are written clear and concise for consumption by executive and management staff that meets established goals.
Unsatisfactory	Regularly fails to deliver written assignments that are written clearly for consumption by executive and management staff. The material does not meet established goals.

Performance Standard

3. Technical Assistance: Incumbent is proactive in identifying training and technical assistance needs. Suggests and implements system changes to new policy and program rollout process to improve customer service. Produces technical assistance initiatives that demonstrate critical thinking and passion to affect positive change.

Outstanding	The employee consistently exceeds the Department's standards.
Satisfactory	The employee consistently meets the Department's service standards.
Unsatisfactory	The employee consistently fails to meet the Department's standards and has failed to show improvement in meeting those standards.

Performance Standard:

4. Staff Supervision: Assigns and reviews the work of other, trains employees, recommends the selection, promotion and termination of employees, approves leave and signs timecards, signs annual performance evaluations, determines and resolves procedural problems within the unit, serves as spokesperson for subordinates, explains policies and directives from management and issues formal disciplinary reminders, warnings and reprimands.

Outstanding	Consistently ensures that outreach staff are properly supervised, developed, and trained
Satisfactory	Satisfactorily ensures that outreach staff are properly supervised, developed, and trained in all outreach related programs in a level and degree that meet established goals.
Unsatisfactory	Regularly fails to ensure that outreach staff are properly supervised, developed, and trained in all SNAP and related programs in a level and degree that regularly fail to meet established goals.

Performance Standard:

5. Public Relations Management: Stakeholders (vendors, advocates, and providers) report that they receive timely policy changes and program updates. Food program policies reflect input from external stakeholders. State and federal partners are fully engaged and receive timely responses on their inquiries. Established a positive and productive working relationship with the DHS Office of Communications.

Outstanding	The employee consistently exceeds the Department's standards.
Satisfactory	The employee consistently meets the Department's service standards.
Unsatisfactory	The employee consistently fails to meet the Department's standards and has failed to show improvement in meeting those standards.

PART V SIGNATURES

The following signatures indicate acknowledgment by the employee of the information on this form, when applicable, and approval by the supervisor and appointing authority.

Employee's Signature

Date

Supervisor's Signature

Date

Appointing Authority or Designee

Date

FOR POSITIONS DESIGNATED AS A POLITICAL SPECIAL APPOINTMENT POSITION ONLY

This is to certify that I understand that this has been designated as a special appointment position which may be filled with regard to my political affiliation, belief or opinion. I have been informed of my limited rights of appeal for any disciplinary action including termination of employment. I further understand that, in this position, I serve at the pleasure of the appointing authority and can be terminated for any reason; including my political affiliation, belief or opinion, that is not illegal or unconstitutional.

Employee's Signature

Date

FOR OTHER SPECIAL APPOINTMENT and MANAGEMENT SERVICE POSITIONS ONLY

This is to certify that I understand that this is a special appointment or management service position and I have been informed of my limited rights of appeal for any disciplinary action including termination of employment. I further understand that, in this position, I serve at the pleasure of the appointing authority and can be terminated for any reason that is not illegal or unconstitutional.

Employee's Signature

Date