

TOWN OF DUNBARTON
Welfare Director

DATE: May 3, 2018

JOB TITLE: Welfare Director

DEPARTMENT: Welfare Department

EMPLOYMENT STATUS: Part-Time

PAYMENT STATUS: Monthly

JOB SUMMARY: This position specializes in duties such as research and gathering data in determining eligibility of applicants for publicly funded assistance. Follows defined policies and procedures in applicant approval.

SUPERVISION RECEIVED: This position receives general supervision and policy direction from the Board of Selectmen or Town Administrator, exercises a considerable degree of independent judgment and is evaluated by the Board based upon the achievement of assigned goals and objectives.

SUPERVISION EXERCISED: This position will work closely with Finance Department and Town Administrator.

ESSENTIAL DUTIES: (The listed examples may not include all duties of the position).

1. Reviews client applications and accompanying documentation and interviews applicant to assess personal and financial situation, needs, and eligibility for welfare assistance.
2. Assesses emergency and crisis situations.
3. Contacts and acts as liaison to landlords, other human services agencies, employers, attorneys, doctors, banks and other institutions to collect and/or verify information about applicants.
4. Develops comprehensive short- and long-term plans for clients to return them to self-sufficiency through job search, housing search, and budgeting; provides referrals to other social services and benefit programs.
5. Retrieves messages, screen calls, makes referrals, provides information, and schedules appointments.
6. Assists clients in completing applications for public assistance; monitors client progress through follow-up appointments; updates client files with detailed case notes and organizes financial data and payment transactions.
7. Locates outside resources and agencies to provide food, and other essentials for families in need.
8. Maintains and upgrades professional knowledge, skills and development by attending seminars and training programs and inviting other agency staff to train and share knowledge during staff seminars.
9. Enforces guidelines when preparing cases for fair hearings, civil judgment cases, or when subpoenaed to court.

10. Pursues all forms of reimbursement from SSI, civil lawsuits, Medicaid, and liens.
11. Works in conjunction with the Town Administrator with liens and lien releases.
12. Required to meet with the Board of Selectmen annually to discuss budget.
13. Required to review Dunbarton Welfare Guide, and recommend changes as needed to the Board of Selectmen.
14. Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

1. Computer, telephone, Fax Machine, Calculator, Photocopier, Printer.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

1. Associate's degree or equivalent from a two-year college in Liberal Arts, Business Administration or other related field; and, two to four years' experience in work requiring considerable public contact and attention to detail, and involving use of computers; or, any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of New Hampshire Public Welfare laws, availability, and use of community resources.
2. Knowledge Social Security, vocational rehabilitation, state welfare programs, and other related resources.

Skill in:

1. Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques.
2. Typing and operation of computer keyboard in order to enter and retrieve data.
3. Assessing and evaluating individualized situations.
4. Interpreting and following local, state, and federal regulations.

Mental and Physical Abilities to:

1. Exercise good judgment in evaluating situations and in making decisions.
2. Organize and maintain documents and records so as to be safe, secure, and readily retrievable.
3. Interpret departmental policy, procedures, and guidelines.
4. Write case histories and related reports.
5. Deal effectively with psychological and environmental problems arising in connection with case work, especially involving emotionally charged situations with aggressive clients.

6. Establish rapport with clients.
7. Deal effectively with other agencies, employees, and the general public.
8. Communicate clearly and effectively, orally and in writing.
9. Read, analyze, and interpret professional periodicals and journals and government regulations.
10. Add, subtract, multiply, and divide whole numbers, common fractions, and decimals.
11. Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
12. Perform duties while sitting at a desk or table or while intermittently sitting, standing, or stooping.
13. Frequently lift light or occasionally lift heavy objects.

Working Conditions:

1. Work is performed in an office, and or home office.
2. Completed files will be stored in the Town Office secured filing cabinet.
3. The employee may be exposed to noise and contagious or infectious diseases.

Signatures:

I have reviewed the content of this job description with my supervisor.

Employee's Name	Employee's Signature	Date Reviewed
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Supervisor's Name and Title:	<u>Line Comeau, Town Administrator</u>
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Supervisor's Signature	Date Reviewed
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Selectman's Signature	Date Approved
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Selectman's Signature	Date Approved
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Selectman's Signature	Date Approved
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This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/ applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.