

Town of Tilton
Job Description: Welfare Director; Part Time, Salaried, Exempt
April 2014

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WELFARE DIRECTOR

Welfare Director: Individual appointed by the Board of Selectmen of the Town, who performs the function of determining General Assistance. The Welfare Director has the general power to make all appropriate decisions regarding granting of assistance as set up by the office infrastructure and subject to the overall fiscal responsibilities vested in Selectmen. The Executive/Overseer of the Poor and the Board of Selectmen of the Town. (RSA 41:46).

JOB SUMMARY

Administration of all Town general assistance or Human Service (Welfare) activities. Executes all steps from applicant initial contact to intake through interview and reviews of application for assistance when final determination is made. Direction and the administration of the Town's general assistance funds in accordance with all state/federal law and the Town of Tilton Guidelines General Assistance guidelines as approved by the Board of Selectmen.

SUPERVISION RECEIVED

Works under the general supervision of the Board of Selectmen and the Town Administrator as a department head. Performs duties independently using own judgment and outlined Town guidelines and State and Federal welfare laws.

PRIMARY DUTIES

Confidentially interviews clients; investigates, researches, and verifies application information; accesses client needs and eligibility through the application of standards established by State law and local guidelines. Conducts home visits when necessary to effectively determine client needs. Issues a notice of decision with all required notices when eligibility for assistance has been determined will issue the appropriate vouchers. Maintains records and documentation of all assistance provided and the basis for determination. Ensures confidentiality to applicants.

Establishes and maintains effective relationships with, and data on, services and resources of other public and private assistance agencies; makes referrals to outside agencies when appropriate. Collaborates with outside agencies to seek out other sources of funds to assist residents and minimize costs to municipality.

Provides monthly reports to the Board of Selectmen.

Negotiates housing issues with area property owners and shelters. Coordinates services with Community Action and the local Homeless Outreach to provide shelter for individuals and families who report homelessness.

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Provides information to clients; contacts agencies, vendors, and service providers. Schedules fair hearings. Presents case synopsis and decision justification for fair hearing proceedings.

Establishes and maintains files and logs pertaining to welfare applications, payments, property liens, and contacts. Updates Town's General Assistance Guidelines for Selectmen's approval when pertinent changes in the laws occur.

Communicates with others to ensure effective collaboration of services with other Town Departments.

Acts as social services resource for Town organizations, the community, public and private organizations. Reviews outside agency funding requests for the Town's annual budget and makes recommendations to the Board of Selectmen, based on knowledge and experience in dealing with these outside agencies, relating to the provision of services for Town residents.

Monitors trends and makes recommendations regarding the administration of the welfare function to the Board of Selectmen and /or the Town Administrator. Corresponds confidentially with the Board of Selectmen to keep them apprised of current issues and concerns influencing the Town and the General Assistance Budget.

Prepares, files, and executes action based on verified information and documentation.

Prepares liens, vouchers, notices of decision and all appropriate notices and requirements For welfare liens on recipient properties.

Determines policies of department and presents recommendations for policies and procedures to the Board of Selectmen. Provides instructions on policies and procedures of the department.

Prepares, presents, and after approval, administers the Town's General Assistance Budget (Welfare Department).

Facilitates appropriate and required referral documentation.

Submits annual written report to the community.

Maintains confidentiality of department information.

Updates guidelines and application forms as required.

Advise applicants with their job hunting techniques. Fosters economic self-sufficiency and client personal advocacy with assisting in the identification and articulation of needs and appropriate resources to meet basic needs.

Performs other related duties as required as they pertain to Human Services Administration and community needs. This may include the coordination of the Tri- Town Holiday fund, coordination of applicable toy and food drive. Administration of all applications and verification of information, and lengthy collaboration with outside agencies, organizations and vendors. These activities reduce the direct financial burden to the Town. Coordinate and delivery of other appropriate food baskets/efforts as needs are determined.

KNOWLEDGE, SKILLS AND ABILITYIES REQUIRED Demonstrates

comprehensive knowledge of State Welfare statutes and local welfare
General assistance guidelines; knowledge of the services and operations of social service organizations and resources available for people in need. Ability to interview applicants and analyze their circumstances in accordance with the guidelines while displaying the emotional maturity to be objective and sensitive to people and their problems. Maintains a high standard of professional ethics. Ability to read, write and speak English. The ability to interact with people from all economic, educational and cultural backgrounds.
Is proficient in verbal and written communications. Skill with computers with standard office software, including spreadsheet software.

MINIMUM QUALIFICATIONS REQUIRED

Holds a bachelor's degree in human services or an Associates Degree with the equivalent work experience in a related field which demonstrates possession of the required knowledge, skills and abilities needed. Possesses a valid driver's license.

PHYSICAL EXERTION/ENVIRONMENTAL CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is somewhat sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts, driving an automobile, etc. No special physical demands are required to perform the work.

The work environment involves everyday risks or discomforts that require nominal safety precautions typical of such places as offices, meeting and training rooms, libraries and residences

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or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.) The work area is adequately lighted, heated and ventilated.

NH driver's license required for driving. There is some stress associated with the work.

Revised: April 10, 2014



Patricia Consentino



Katherine Dawson



Joseph Jesseman



Albert LaPlante



Jonathan Scanlon

TILTON BOARD OF SELECTMEN