

TOWN OF EXETER

JOB TITLE: Welfare/Human Services Administrator

3/2024

DEPARTMENT: Administration

POSITION NUMBER: NEW POSITION

EMPLOYMENT STATUS: Part-Time, Non-Union

EXEMPT STATUS: Non-Exempt

LABOR GRADE: 10

JOB SUMMARY: This position is responsible for administering the Welfare and Human Services program for the Town.

SUPERVISION RECEIVED: General supervision for this position is to be determined. Currently supervised by the Town Manager based on performance of the essential duties of the position and upon the achievement of assigned goals and objectives.

SUPERVISION EXERCISED: Provides no formal assigned supervisory responsibility or authority.

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

1. Administer assistance to those deemed in need of Welfare services following Town policies and procedures, as well as State (RSA 165) and Federal law, maintaining strict confidentiality of all client information as necessary.
2. Interview applicants, explain Town Welfare procedures, follow-up investigation of income and expenses as reported by applicant, determine eligibility through qualification process.
3. Provide client with written Notice of Decision specifying amount of assistance provided and further action deemed necessary to be performed by the client; OR Provide client with written Notice of Decision specifying reason for denial of assistance.
4. Submit accounts payable vouchers for approval, then to Finance Department for direct assistance payment
5. Converse with related local, state, federal and private agencies, vendors and landlords to maintain fully developed, effective programs and services.
6. Collaborate and negotiate with social service agencies to maintain effective relations. Refer applicants to various service agencies as appropriate.

7. Advocate for clients in obtaining resources for payment of various bills through various social service agencies.
8. Maintain accurate and confidential files, correspondence, records and itemized accounts of assistance provided. Submit detailed accounting reports as needed.
9. Maintain communication with Police Department, Health Officer and other local (Seacoast Mental Health, Seacoast Family Promise, shelters, food pantries, etc.) or State agencies (DHHS, BEAS, HAVEN, DCYF, etc) on related cases.
10. Coordinate appropriate plans for reimbursement to the Town when appropriate. Collect and make appropriate deposits of reimbursement payments and keep accurate records.
11. Prepare and administer Welfare budget.
12. Assist Human Services Funding Committee in preparation of Human Service Agency budgets and coordinate submittals to Budget Recommendations Committee.
13. Assist Human Services Funding Committee with funding requests through updating and record keeping of applications, contracts, accounts payable vouchers for each funded agency. Receive applications and maintain files for grant contracts. Post grant applications to website.
14. Promote and maintain responsive community relations.
15. Participate in fair hearings as needed.
16. Perform other related duties as required or assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED BY THE POSITION:

1. Knowledge of and ability to interpret and apply Town, State and Federal laws, ordinances, rules, regulations, and policies.
2. Knowledge of the services and operations of social services organizations and the resources they provide.
3. Ability to establish effective working relationships with Town and State Officials, Town employees, people in need of assistance, social service agencies and the general public.
4. Ability to demonstrate teamwork, leadership, interpersonal and customer-service skills and attitude.
5. Ability to maintain confidentiality regarding clients and their records.
6. Ability to think and act independently.
7. Ability to coordinate multiple tasks.
8. Ability to communicate and deliver oral and written reports.

9. Business records maintenance and the ability to keep accurate records.
10. Skill in responding to persons in need and effectively work with emotionally stressed clients.
11. Interviewing and basic counseling services skills.
12. Public and interpersonal relations.
13. Oral and written communication.
14. Mathematical computation and budgeting skills
15. Ability to conduct research and investigations, prepare reports of findings and maintain records.
16. Skill in the use of office equipment, (computer, copier/scanner, fax, postal machine, telephone, calculator and relevant software).

SUPERVISORY CONTROLS: The Supervisor makes assignments by defining objectives, priorities and deadlines; assists the employee with unusual situations that do not have clear precedents. The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

GUIDELINES: Procedures for doing the work have been established and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of the several established alternatives to use. Situations to which the existing guidelines cannot be applied, or significant proposed deviations from the guidelines, are referred to the supervisor.

COMPLEXITY: The work includes various duties involving different and unrelated processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase or issues involved in each assignment and the chosen course of action may have to be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

SCOPE AND EFFECT: The work involves treating a variety of conventional problems, questions or situations in conformance with established criteria. The work product or service affects the design or operation of systems, programs or equipment; the adequacy of such activities as field investigations, testing operations or research conclusions; or the social, physical and economic well-being of persons.

PERSONAL CONTACTS: The personal contacts are with employees in the same agency, but outside the immediate organization. People contacted generally are engaged in different functions, missions and kinds of work. Other personal contacts include members of the general public, as individuals or groups, in a moderately structured setting (e.g., the contacts are generally established on a routine basis, usually at the employee's work place; the exact purpose of the contact may be unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of other participants).

PURPOSE OF CONTACTS: The purpose is to obtain, clarify or give facts or information regardless of the nature of those facts, i.e., the facts or information may range from easily understood to highly technical.

PHYSICAL DEMANDS: The work is 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.

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

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: Positions at this level have no formal assigned supervisory responsibility or authority. Employees are responsible only for the performance of their own assigned work. They may be asked to train new employees in the fundamentals of the job or to participate in cross-training of other employees in the department, but such assignments do not include the on-going authority to assign and review the work of other employees or to recommend or take corrective action with regard to the performance of other employees.

MINIMUM QUALIFICATIONS:

1. Knowledge and level of competency commonly associated with an Associate's Degree with coursework in Business, Human Services, Counseling, Organizational Behavior, Government Administration or related occupational field.
2. Experience sufficient to understand the diverse objectives and functions of the position, usually interpreted to require three to five years of experience, preferably in a social services/human services environment; or any equivalent combination of education or experience which demonstrates possession of the required knowledge, skills and abilities.