

City of Claremont, New Hampshire Position Description

Position Title:	Assistant Welfare Director	Union/Merit:	Clerical Union
Reports to:	City Manager	Grade Level-Points:	Level III
Department:	Welfare	Revised/Updated:	04/10/05
FLSA Status:	Non-Exempt		

Job Summary

The incumbent is responsible for the administration of municipal welfare activities including interviewing tasks, gathering of data for determining welfare applicants' eligibility for assistance and serves as principal assistant to the Director of Welfare.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Performs intake functions to determine the eligibility of clients.
2. Interviews clients, investigates, researches and verifies application information before scheduling appointments with the Director.
3. Makes frequent contacts requiring considerable skill and tact in eliciting confidential and pertinent information in order to provide assistance to clients.
4. Collects and validates case data for statistical reports. Answers correspondence as requested by Director.
5. Maintains case files, type's case notes, and other related records.
6. Screens phone calls, clients and maintains appointment schedule, referring to the Director when necessary or answers inquiries based on substantial knowledge of department operation.
7. Assists clients, if necessary, with application process for other benefits they may be eligible for.
8. Maintains office records and prepares recurring office reports. Searches for, collects and compiles statistical data. Keeps records of such statistical data. Updates filing system as necessary.
9. Keeps inventory for food pantry and balances inventory to usage on a monthly basis.
10. Does shopping for City Welfare department food pantry as directed.
11. Orders office supplies
12. Assigns hours of workfare and job search sheets for clients. Keeps track of the hours and job search sheets and lets Director know when a client needs to be sanctioned for failing to comply with workfare and job search requirements.
13. Serve as Director of Welfare in his/her absence.
14. Performs related duties as assigned.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting, walking and standing and should not be construed that all jobs are 8 hours.

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Peripheral Duties

Perform the duties of subordinate personnel as needed.

Analyze and recommend improvements to equipment and facilities, as needed.

Desired Minimum Qualifications

Education and Experience:

Completion of two years of college in liberal arts, business administration or a related field. Two years experience in work requiring considerable public contact and attention to detail OR any equivalent combination of education and experience that demonstrates possession of the required knowledge, skills and abilities.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Complete knowledge of community resources and availability, knowledge of state welfare programs and other related resources.
- Extensive working knowledge of office procedures and the ability to type efficiently and accurately.
- Knowledge of human behavior.
- Knowledge of a variety of case work techniques.
- Working knowledge of City, State and Federal laws dealing with Welfare programs and resources available to assist clients.
- Working knowledge of applicable laws, ordinances, and department rules and regulations.

Ability to:

- Ability to exercise good judgment in evaluating situations and in making decisions in the Director's absence.
- Ability to establish rapport with clients.
- Ability to effectively communicate both in writing and verbally.
- Ability to establish and maintain effective working relationships with clients, other departments, the public and City, County, State and Federal officials.
- Ability to give verbal and written instructions.
- Ability to make interpret departmental policies, procedures and guidelines.
- Ability to write case histories and related reports.

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Skill in:

- Skills in interviewing and basic counseling techniques.
- Skill in the use of the tools and equipment listed below.

Supervision Received

Works under the broad general supervision of the Director of Welfare who outlines departmental policy, the incumbent performs duties with a high degree of independence, exercising considerable judgment and tact in answering questions and determining correct courses of action on behalf of the clients.

Supervision Exercised

The incumbent manages and supervises staff in the absence of the Director of Welfare.

Responsibility For Public Contact

Daily contact requiring courtesy, discretion, and sound judgment. The incumbent has contact with clients, the public, City, County, State and Federal officials, agencies, landlords and any other agencies that may provide or verify information regarding clients' financial information. The effect of the work done by the incumbent has broad applications to the entire operation of the department. In as much as work is performed by the Director of Welfare, the need for confidentiality on all matters and the need for correct and accurate information on all matters of the office leave far reaching effects. Misinformation could be damaging not only internally, but also to the clients awaiting the Director's decision on welfare eligibility based on this information.

Licensing & Certification

Must maintain a valid motor vehicle operator's license.

Must maintain any required approvals and designations as required.

Tools & Equipment Used

Personal computer including word processing software, accounting software, telephone, typewriter, calculator, copy machine, postage machine, fax machine and other associated office equipment.

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

Typical Controls & Equipment: Calculator, computer, printers, telephone, typewriter, copy machine, fax machine, postage machine, folder/insertor, microfilm/fiche reader, computer mouse.

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Typical Work Environment: Inside: 90% Outside: 10%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc. The employee may be exposed to emotionally unstable clients, contagious diseases, potential abuse and the possibility of physical attack from the client.

The incumbent's working conditions are typically quiet to moderately loud.

Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Rarely required
<u>LIFT over 50 lbs.:</u>	Not required

<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required
<u>CARRY over 50 lbs.:</u>	Rarely required

<u>REACH above shoulder height:</u>	Occasionally required
<u>REACH at shoulder height:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required
<u>PUSH/PULL:</u>	Occasionally required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required
<u>Kneeling:</u>	Occasionally required
<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required
<u>Balancing:</u>	Rarely required
<u>Grasping:</u>	Frequently required
<u>Handling:</u>	Frequently required
<u>Torquing:</u>	Occasionally required
<u>Fingering:</u>	Frequently required

During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

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Walk 1 2 3 4 5 6 7 8

1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

- Talking: Necessary for communicating with others.
- Hearing: Necessary for taking instructions and information.
- Sight: Necessary for performing job effectively and correctly.
- Tasting & Smelling: Not required for the performance of the functions of this position.

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