

## City of Claremont, New Hampshire Position Description

<b>Position Title:</b>	Welfare Director	<b>Union/Merit:</b>	Merit
<b>Reports to:</b>	City Manager	<b>Grade Level-Points:</b>	10 - 680
<b>Department:</b>	Welfare	<b>Revised/Updated:</b>	04/10/05
<b>FLSA Status:</b>	Exempt		

### Job Summary

The incumbent is responsible for the administration of all municipal welfare activities including developing and recommending policies, rules and regulations for the Department; in addition is solely responsible for the management and disbursement of City government funds through a voucher system. The purpose of the work is to plan, organize and implement a welfare program. The purpose of the work is to also assist the indigent and truly needy while at the same time disqualifying those who are ineligible or who would seek to take advantage of the system. The purpose of the work also encompasses the reduction of client dependency on the welfare system and developing a sense of self-sufficiency and ingenuity.

**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. Interviews clients. Investigates, researches and verifies application information to determine eligibility of clients.
2. Writes reports for each case and keeps track of financial transactions.
3. Contacts vendors and service providers.
4. Issues vouchers.
5. Places and releases liens on properties.
6. Explains and interprets welfare laws, regulations, policies and procedures to clients.
7. Provides information and referral service to clients.
8. Makes home visits and emergency calls.
9. Answers correspondence and inquiries.
10. Develops and implements a plan to foster self-sufficiency and reduce dependency on the welfare system.
11. Establishes, coordinates and administers special programs including several holiday and work programs.
12. Develops appropriate forms for adequate and pertinent record keeping.
13. Prepares department's yearly budget and monitors expenses of the budget.
14. Writes weekly, monthly and yearly reports for the City.
15. Represents the City at meetings and seminars on welfare.
16. Testifies at legislative committee hearings on issues affecting the welfare program.
17. Supervises and trains staff in the application of existing and new policies, procedures and guidelines.
18. Evaluates performance of staff and assists them in developing their knowledge and skills.
19. Provides clarification and guidance in difficult and complicated cases involving policy application.

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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

## **City of Claremont, New Hampshire Position Description**

20. Monitors trends and makes recommendations regarding the administration of welfare.
21. Builds and maintains coordinated and cooperative relationships with all Local, State and Federal agencies.
22. Does shopping for City Welfare department food pantry.
23. Provides case management, including but not limited to, budget counseling, household management etc.
24. May perform other duties as needed as assigned.

### **Peripheral Duties**

- Direct investigation of potential fraud cases.
- Perform the duties of subordinate personnel as needed.
- Analyze and recommend improvements to equipment and facilities, as needed.
- Participate in various committees.
- Attend council meetings as requested.

### **Desired Minimum Qualifications**

#### *Education and Experience:*

Graduation from an accredited four year college or university with a Bachelor's degree in Social Work or Social Science or a closely related field, OR an Associate's Degree in Social Welfare, Psychology or Sociology AND six (6) years experience in casework and/or administration in a relevant agency OR any equivalent combination of education and experience.

#### *Necessary Knowledge, Skills and Abilities:*

##### Knowledge of:

- Extensive working knowledge of City, State and Federal laws dealing with Welfare programs and resources available to assist clients.
- Skills in interviewing and basic counseling techniques.
- Knowledge of human behavior.
- Knowledge and experience in a variety of case work techniques.
- Extensive working knowledge of investigative techniques and ability to conduct thorough background investigations and verify client information.
- Extensive knowledge of court procedures.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.

##### Ability to:

- Ability to assess cases and clients individual needs. Ability to make sound judgements and decisions in difficult situations.
- Ability to train and supervise subordinate personnel.

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 job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

## **City of Claremont, New Hampshire Position Description**

- Ability to effectively communicate 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 independent judgments which have critical impacts on the organization.

Skill in:

- Skill in the use of the tools and equipment listed below.

### **Supervision Received**

Works under the broad policy guidance and direction of the City Manager who is consulted when implementing major changes in policies of the department. The incumbent performs duties independently using own technical judgement and expertise as outlined in City, State and Federal welfare laws. The duties and responsibilities of this position are also governed by an extensive set of statutes, policies, rules and regulations, as amended on an ongoing basis.

### **Supervision Exercised**

The incumbent administers and performs all aspects and functions of the City Welfare Department, supervises support staff and oversees the Welfare Work Program.

### **Responsibility For Public Contact**

Daily contact requiring courtesy, discretion, and sound judgment. The incumbent represents the department to the clients, public, City, County, State and Federal officials. These contacts may involve justifying the department's actions, supporting or opposing social legislation affecting the City tax base through the welfare department or investigating client information, skillfully negotiating client financial problems with landlords, banks, loan companies and other financial institutions.

### **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.

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 job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

## City of Claremont, New Hampshire Position Description

**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.

**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

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 job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

# City of Claremont, New Hampshire Position Description

## 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
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

## Cognitive and Sensory Requirements:

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

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 job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.