

TOWN OF SANBORNTON

POSITION: General Assistance Coordinator
FLSA: Non-Exempt

REPORTS TO: Town Administrator
UPDATED: April 2024

JOB DESCRIPTION – GENERAL ASSISTANCE COORDINATOR

JOB SUMMARY

The General Assistance Coordinator performs highly responsible work in the administration and implementation of the Town's general assistance and welfare program in accordance with NH RSA 165 and the Town of Sanbornton's General Assistance Guidelines.

SUPERVISION RECEIVED

This position reports to the Town Administrator

SUPERVISION EXERCISED

None

EXAMPLES OF ESSENTIAL DUTIES

Essential duties and other important responsibilities may include, but are not limited to the following:

- Performs applicant intake through interviews and review of applications for assistance.
- Assesses client needs and eligibility through the standards established by statute and local guidelines.
- Conducts home visits, as necessary, to effectively determine client needs.
- Provides referrals to other social services and benefit programs that can help develop comprehensive short- and long-term plans for clients, in order to return them to self- sufficiency through job search, housing search, and budgeting.
- Establishes and maintains a data base containing the services and resources provided by other public and private agencies. Refer clients to these agencies, when appropriate.
- Establishes and maintains client records and files containing welfare applications, payment records, reimbursements records, property liens and releases and other client contacts.
- Prepares, files and executes correspondence, information, documentation and requirements for welfare liens applied to client property, when appropriate.
- Prepares and presents routine, cyclical and special reports to Town, state and federal organizations in a timely manner.
- Develops annual budget proposals for entire department; submits and defends, monitors resources and expenditures throughout the year. Preparing proposals for modification to require minimal if any, transfer of additional resources.
- Assesses emergency and crisis situations, and expedites assistance as necessary.
- Pursues all forms of reimbursement from applicants, SSI, civil lawsuits, Medicaid, and liens. Works in conjunction with the Town Administrator and Tax Collector with regard to liens and lien releases.
- Other duties as needed.

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KNOWLEDGE, SKILLS AND ABILITIES

Knowledge: Thorough knowledge of current economic and social service programs at the local, State and Federal level. Basic knowledge of interviewing skills and techniques for dealing with people in crisis situations. Some knowledge of investigative techniques.

Skill: Excellent organizational, research and customer service skills in order to ensure efficient workflow and effective case management. Proficient computer skills, or ability to quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks.

Ability: Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language. Must have the ability to maintain confidentiality with sensitive and protected information. Ability to calmly and professionally interact with applicants and service providers. Ability to operate standard office equipment. Ability to use logical and creative thought processes to develop solutions and make decisions. Ability to prepare and present accurate and reliable reports containing findings and recommendations.

MINIMUM QUALIFICATIONS

Bachelor’s Degree in social services or a related field; considerable experience in social service programs; or an equivalent and relevant combination of education and experience. Must submit to a State of New Hampshire Criminal background check.

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.

For communicating with others, speaking is required; for receiving information and instructions, hearing is required; and for doing the job effectively and correctly, sight is required, specifically, close vision and the ability to adjust focus. Required to sit for extended periods of time, stand frequently, use hands to finger, handle, and fell objects or controls, reach with hands and arms, bend and lift and/or move 25 pounds or less.

Employee Signature: _____

Date