

TOWN OF GILFORD, NH  
**WELFARE DIRECTOR**

**JOB SUMMARY**

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 Town policy.

**SUPERVISION RECEIVED**

Work is performed with considerable independence under the general administrative direction in accordance with NH RSA 165, and policy direction under the Board of Selectmen, with input from the Finance Director and Town Administrator.

**SUPERVISION EXERCISED**

This position does not have any supervision responsibilities.

**ESSENTIAL FUNCTIONS**

(Any one position may not include all of the duties listed, nor do the listed examples include all duties which may be found in positions of this class.)

- 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.
- Establishes and maintains effective relationships with public and private organizations throughout the state that can support and extend the capability to provide assistance to clients.
- 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.
- Acts as social services resource for town organizations, the community, and public and private organizations.
- Perform other related duties as requested.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

The Welfare Director is required to:

- Be able to listen, observe and assimilate from various written, verbal and non-verbal communications and other sources the information necessary to identify and respond to client needs.
- Skills in written and verbal communications.
- Ability to interpret and apply rules, regulations and statutes.
- Ability to maintain confidentiality and to keep concise and accurate records.

### **MINIMUM QUALIFICATIONS**

Graduation from a recognized college or university with a minimum of an Associate degree in social work, public administration, or related course of study; three years of experience in Social Services, or a related field; or any equivalent combination of education and experience which demonstrates possession of the required knowledges, skills and abilities.

### **PHYSICAL EXERTION/ENVIRONMENTAL CONDITIONS**

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

For communicating with others, talking is required; for receiving information and instructions from others, 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 extensive periods of time, stand frequently, use hands to finger, handle and feel objects or controls, reach with hands and arms, bend, lift and/or move 25 pounds or less.

### **WORK ENVIROMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to mental stress and occasional verbal abuse or threats due to the nature of public service provided.

Work is primarily performed in an office setting. Home visits are periodically required.