

Town of Hooksett Job Description Family Services “Director”

Date: January 2018

General Position Description: This position has the following primary responsibilities: A) Administering the Town’s statutory requirements under RSA 165 (General Assistance). B) Providing information and referral services to Hooksett residents in need. C) Develop & maintain policies, procedures, rules and regulations for the department. D) Preparing, presenting, and submitting all required reports for the Department, including but not limited to, the annual department budget. E) Supervising all Family Services support staff. This job description is meant to be illustrative and is in no way all-inclusive. It shall be used as a tool or guide in the job performance of the employee it applies to.

Accountability: Reports to the Town Administrator.

Equipment Used: Computer, photocopier, fax machine, telephone, calculator, postage meter, shredder, etc.

Environment: Inside: 95% Outside: 5%

Duties and Responsibilities: Except as specifically noted, the following functions are considered essential to this position. The following is indicative of the duties and responsibilities associated with this position, but are not intended to be all-inclusive.

1. Develop and maintain General Assistance Guidelines in order to comply with state statutes.
2. Maintain membership and participation in New Hampshire Municipal Association Local Welfare Directors group.
3. Conduct intake interviews with General Assistance applicants in order to determine eligibility for assistance by reviewing all paperwork submitted by applicants, verifying documentation, and conducting necessary research.
4. Provide applicants and recipients with referrals to any and all necessary services.
5. Schedule and conduct follow-up appointments as needed.
6. File liens as required under RSA 165.
7. Develop and maintain working relationships with town, state, federal and local agencies to utilize their services on behalf of applicants in order to reduce expenditure of Town funds.
8. Attend job related trainings and workshops as needed.
9. Establish and maintain working relationships with vendors and service providers (i.e. landlords, homeless shelters, grocery stores, pharmacies, funeral homes, utilities).
10. Serve as emergency contact for police department in cases of after-hours emergencies.
11. Network with schools and various community organizations to implement special programs and provide services that benefit Hooksett families.

Financial Data: Responsible for managing the department’s financial data and providing all required financial reports. Responsible for providing financial vouchers on behalf of clients to various vendors and securing payment to vendors through the Town’s Finance Department. Responsible for keeping accurate records of general assistance expenditures.

Computer Operation: Must have ability to operate computer and use word processing, email, and other job related software.

Cognitive and Sensory Requirements:

Vision: Necessary for visual operation in all aspects of the position such as paperwork, equipment use, driving a motor vehicle, observing safety of self, co-workers and the public, etc.

Hearing: Necessary for communicating with clients, coworkers, and the general public. Talking:

Necessary for communicating with clients, coworkers, and the general public. Dexterity:

Necessary for operating equipment, handwriting, computer keyboard operations, etc.

Mobility: Needed to walk around the Municipal Building to various departments, to attend out of building meetings, etc.

Physical Requirements:

Lift up to 10 pounds: frequently required.
Lift 11 to 25 pounds: occasionally required.
Lift 26 to 50 pounds: occasionally required. Assistance may be available.
Lift over 50 pounds: occasionally required. Assistance may be available.
Carry up to 25 pounds: occasionally required.
Carry 25 to 50 pounds: occasionally required. Assistance may be available.
Carry over 50 pounds: occasionally required. Assistance may be available.
Push/pull: frequently required.
Reach above shoulder height: frequently required.
Reach at shoulder height: frequently required.
Reach below shoulder height: frequently required.
Balancing:
Sit: six plus total hours per day.
Stand: two plus total hours per day.
Walk: one plus total hour per day.
Twisting: occasionally required.
Bending: occasionally required.
Squatting: occasionally required.
Kneeling: rarely required.
Crouching: rarely required.

Hand Manipulation:

Grasping: constantly required.
Controls and equipment: Computer equipment, various office equipment, motor vehicles.

Work Surfaces: Office area includes work station with desk, computer and cupboards. Table, filing cabinets, closet with shelves, bookshelf, and bulletin boards. All surfaces are at various heights.

Summary of Occupational Exposures: Most work occurs within the office setting. Some travel in a motor vehicle is required. Occasionally, home visits may involve temporary exposure to uninhabitable conditions. May be exposed to short periods of sunlight and unfavorable climatic conditions when out of the office.

License/Certification Requirements:

- Valid NH driver's license.
- Bachelor's degree in psychology, sociology or related human services field.
- Any equivalent combination of education and experience, which demonstrates possession of the required knowledge, skills, and abilities.

Training, Skills and Experience Requirements:

- Three to five years' experience working in the human services field.
- Ability to manage department and staff independently and effectively.
- Ability to work with diverse groups of clients from various backgrounds.
- Ability to maintain confidentiality of clients at all times.
- Knowledge of local and state-wide social services available to families.
- Strong organization and record keeping skills.
- Good attention to detail.
- Must be able to problem solve under stressful situations.
- Must have ability to assess personal safety and seek assistance when needed.
- Any equivalent combination of education and experience, which demonstrates possession of the required knowledge, skills, and abilities.

Schedule: Part-time hours Monday-Friday, typically up to 20 hours per week, at the discretion of the Town Administrator with hours not to exceed 1,360 hours in a calendar year.