



CITY OF DOVER, NEW HAMPSHIRE
Supplemental Position Description

<p>Position: Public Welfare Technician III</p> <p>Classification-Series: Public Welfare Technician III</p> <p>Occupational Grouping: Professional & Managerial Services</p> <p>Organizational Unit: Public Welfare Department</p>	<p>Position Control No: XX-XX-XX-XX</p> <p>FLSA Status: Non-Exempt, Regular FT 35 hrs/wk</p> <p>Union - Grade: DMEA – 20</p> <p>Primary Job Location: McConnell Center, 14 St. Thomas Street</p>
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JOB SUMMARY: Performs moderately responsible work in meeting the needs of the City's eligible general assistance clients through case management, referral and coordination of other services and benefits with other public and private agencies and organizations.

ACCOUNTABILITY: : Works under the direct supervision from the Director of Human Services who assigns cases and administrative tasks, outlines policy and procedures, provides guidance as necessary, and evaluates work for accuracy and effectiveness.

SUPERVISION EXERCISED: May act on behalf of the Human Services Director when and as authorized.

TYPICAL EQUIPMENT USED: Computer; telephone; calculator; copy and facsimile machines; motor vehicle.

TYPICAL WORK ENVIRONMENT: Inside: 99% Outside: 1%

DUTIES AND RESPONSIBILITIES (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. Interpret and apply federal and state statutes, local ordinances and by-laws, and the rules, regulations and policies associated with them.
2. Attend to many items simultaneously, and/or in sequence.
3. Accurately perform detailed work with numerical data and make arithmetic computations rapidly and easily.
4. Interview clients and verify information on application to determine eligibility. Make home visits, emergency calls and emergency house placements.
5. Issue vouchers, notices of decision, warnings and sanctions in accordance with policies, rules and regulations..
6. Represent Welfare Department at Fair Hearing proceedings.
7. Authorize payments from state and federal grants when applicable.
8. Keep accurate and timely case notes in client's file.
9. Initiate and follow-up potential sources for reimbursement.
10. Provide assistance, information and referral to clients to foster economic and personal self sufficiency.
11. Coordinate case plan with other local, state and federal agencies.
12. Refer and monitor Workfare placements.
13. Develop cooperative and mutually supportive and coordinated working relationships with the other public and human service agencies, local landlords, and employers.

14. Maintain an appropriate level of confidentiality regarding records of the organization.
15. Establishes and maintains effective working relationships with employees, other departments and agencies, and the general public.
16. Maintains familiarity with and executes safe work procedures associated with assigned work.
17. Performs other related duties as required.

TYPICAL PHYSICAL ACTIVITY REQUIREMENTS:

<p>LIFT: -up to 10 lbs.: Occasionally required. -11 to 25 lbs.: Rarely required. -26 to 50 lbs.: Not required. -over 50 lbs.: Not required.</p> <p>CARRY: -up to 10 lbs.: Occasionally required. -11 to 25 lbs.: Rarely required. -26 to 50 lbs.: Not required. -over 50 lbs.: Not required.</p> <p>REACH: -above shoulder height: Rarely required. -at shoulder height: Occasionally required. -below shoulder height: Rarely required.</p>	<p>PUSH/PULL: Occasionally required.</p> <p>TWISTING: Not required.</p> <p>BENDING: Rarely required.</p> <p>CRAWLING: Not required.</p> <p>SQUATTING: Rarely required.</p> <p>KNEELING: Rarely required.</p> <p>CROUCHING: Rarely required.</p> <p>CLIMBING: Not required.</p> <p>BALANCING: Not required.</p> <p>GRASPING: Frequently required.</p> <p>HANDLING: Frequently required.</p> <p>TORQUING: Not required.</p> <p>FINGERING: Frequently required.</p>
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DURING AN 8 HOUR DAY, EMPLOYEE IS TYPICALLY REQUIRED TO:

<p>CONSECUTIVE HOURS: Sit: 3 hours Stand: 1 hour Walk: 1 hour</p>	<p>TOTAL HOURS: Sit: 6 hours Stand: 1 hour Walk: 1 hour</p>
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COGNITIVE AND SENSORY REQUIREMENTS:

<p>TALKING: Necessary for communicating with others</p> <p>HEARING: Necessary for receiving instructions and information.</p> <p>SIGHT: Necessary for performing job effectively.</p> <p>TASTING & SMELLING: Sometimes required to determine potential health hazards.</p>
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TYPICAL WORK SURFACE(S): Standard office desk and chair; carpet, tile, wood, cement, dirt floors; tables; computer work station.

TYPICAL CONTROLS & EQUIPMENT: Computer; telephone; calculator; typewriter; copy and facsimile machines; motor vehicle.

SUMMARY OF OCCUPATIONAL EXPOSURES: Copier and printer toner; potential exposure to communicable diseases; aggressive clients and/or applicants; domestic and wild animals.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS: Thorough knowledge of public assistance, federal, state and city laws, regulations, policies and procedures and the ability to prudently manage the public assistance resources. Strong interviewing and investigative skills in determining welfare client eligibility and the amounts of assistance required. An astute awareness of available social services and the ability to develop cooperative and

mutually supportive and coordinated working relationships with the other public and human service agencies. The ability to fully complete assigned work within specific time periods. Prepare individual and family budgets and instruct clients in budget management. Demonstrated skills to establish and maintain effective working relationships with clients, other City personnel and superiors.

EDUCATION/LICENSURE/CERTIFICATION REQUIREMENTS: Bachelor's degree with a major in the Human Services field, sociology, physiology, or social work or related field. Two years direct case management experience; OR any equivalent of education and experience which demonstrates the ability to meet the specific job requirements.

SPECIFIC VOCATIONAL PREPARATION/EXPERIENCE REQUIREMENT(S):

<input type="checkbox"/> 1. None.	<input type="checkbox"/> 6. 1 to 2 years.
<input type="checkbox"/> 2. Short demonstration up to 30 days.	<input type="checkbox"/> 7. 2 to 4 years.
<input type="checkbox"/> 3. 30-90 days.	<input checked="" type="checkbox"/> 8. 4-10 years.
<input type="checkbox"/> 4. 91-180 days.	<input type="checkbox"/> 9. Over 10 years.
<input type="checkbox"/> 5. 181 days to 1 year.	

OTHER CONSIDERATIONS AND REQUIREMENTS: The functions of this position are governed by many laws, ordinances, rules regulations and procedures. May need to be available outside normal business hours to deal with emergency or unusual situations

Classification Established: 07/01/96
Job Description Developed: 07/01/96
Reviewed: 06/07/2016