



Town of Winthrop

17 Highland Ave.
Winthrop, Maine 04364

Job title: General Assistance administrator
Department: Town Administration
Reports to: Town Council
Range of Pay: \$15-25/hour
FLSA Status: Non-exempt
Union: No

Nature of work

This is responsible administrative work directing the Town's General Assistance (GA) program.

Employee of this class is responsible for dispensing welfare assistance, including processing applications, determining eligibility, and providing other necessary assistance. Employee also is responsible for maintaining the GA budget, keeping records of departmental activities, and completing reports. Work is performed under the general direction of the Town Manager with considerable independence and is evaluated through reports and discussion of results achieved; assignments are also reviewed through audits and reports to State agencies.

Essential duties and responsibilities

Examples of work (illustrative only):

Takes applications for welfare assistance; interviews clients; investigates and determines need in accordance with applicable welfare guidelines and determines the amount and type of assistance necessary.

Maintains liaison with and makes referral to various local, state and federal agencies, or other human service organizations.

Attends meetings and represents Town on matters dealing with welfare, housing, mental health and other social work programs.

Maintains detailed account and client records; prepares records as required.

Keeps informed on legal and administrative changes in regulations relating to the Town's General Assistance responsibility.

Performs related work as required.

Requirements of work

Ability to learn and retain welfare laws, guidelines, and pertinent regulations and the ability to apply the laws and regulations to General Assistance operations.

Ability to develop a thorough knowledge of other agencies to which clients may be referred for services needed and ability to maintain effective working relations with those agencies.

Effective communication skills, especially verbal and listening. Skill in interviewing persons on a one-to-one basis.

Ability to work independently following statutory and general policy guidelines.

Training and experience

Must possess a combination of education and experience equivalent to a high school diploma or equivalent and one to three (1-3) years related work experience in an office environment; or any equivalent combination of education, training and experience that provides the required knowledge, skills, and abilities to learn and perform the essential functions of the job.