

**City of Waterville, Maine  
Position Description**

**Position Title:** WELFARE CASEWORKER I  
**Department:** Health & Welfare  
**Grade Level:** 4  
**FLSA Status:** Non-Exempt  
**Reports to:** Health & Welfare Director

**OVERVIEW OF POSITION**

This highly responsible and confidential position requires a blend of administrative, secretarial, social work, and record keeping for delivery of health and welfare services to citizens. This individual is cross-trained to perform the administrative functions of the department in the absence of the other caseworker.

The position requires technical and interpersonal skills and calls for the incumbent to balance the need for compliance with the empathy to work with clients. This position requires strong attention to detail. Work requires the exercise of judgment, initiative, and discretion based on knowledge of the Health & Welfare Department operation policies and procedures. Confidentiality must be maintained to protect the privacy of the individuals receiving assistance. Considerable contact with Federal and State agencies and with other social service providers, is necessary to coordinate the delivery of benefits and to ascertain compliance with eligibility requirements for aid. Financial records must be maintained accurately and comprehensively. Work is reviewed through observations of results obtained by the Health & Welfare Director and through audits by the Department of Health & Human Services. The incumbent is responsible for the operation of the department in the absence of the Director and other caseworker. This position is considered second on call for emergencies after office hours. This position cross trains in other departments as required.

**Location:** the position is located in an office in the City Hall Building.

**ESSENTIAL JOB FUNCTIONS**

(The following are illustrative of the duties and responsibilities associated with this position and are not intended to be all-inclusive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.)

Schedules appointments on a daily basis for general assistance.

Assists in all facets of the General Assistance program while ensuring compliance with applicable statutes and guidelines to reach determination regarding eligibility. Interview's and refers prospective clients to other programs for which they may have preferential eligibility. Fills out all other necessary forms for General Assistance. Determines amount and type of assistance. Issues vouchers for assistance and enters them on the computer.

Maintains client's case file for permanent record and performs clerical work such as completing forms, record keeping, and date entry of client history and financial assistance.

Interacts on a regular basis with clients to monitor their situations and to formulate necessary changes in benefit levels, maintains narratives of interviews and changes in condition of the client's financial status, and other pertinent matters.

Assists clients in achieving self-sufficiency by making referrals to education/job training workshops and to other social service agencies. There is extensive public interaction in performing the duties of this position.

Contacts employers, physicians, landlords, the Department of Human Services, and other social service providers for verification of information and collection of data.

Maintains effective working relationships with welfare agencies/organizations on the local, county, state, and federal level to find sources of assistance and coordinates the delivery of service.

Composes and types correspondence to clients and other agencies, the Federal and State government, and prepares written reports as necessary.

Types, answers the telephone, files, and keeps the office running utilizing modern business practices and methods.

Receives questions and/or complaints from the public sector regarding welfare issues and responds appropriately.

Prepares, processes, and generates the monthly bills and numerous statistical reports .

Prepares and processes Social Security Insurance liens and Worker's Compensation liens.

Assist in preparing special lists of persons or families who may need assistance via programs of community giving and outreach.

Trained to prepare and process all trust funds for City distribution.

Cross training in other departments as required.

Provides back up for the automated telephone system.

#### **EDUCATION AND EXPERIENCE**

High school graduation, with prior work experience of at least two years in social services, welfare administration or a similar program required. An Associate's Degree in Business Administration, Social Services, Human Services, Psychology or a related field is desired.

In lieu of the above, any equivalent combination of training and experience that provides the following knowledge, abilities and skills may be considered at the discretion of the City.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

Proficient and competent in the use of standard office equipment such as the typewriter, calculator, computer, photocopier, and fax machine.

Ability to perform mathematical calculations quickly and accurately.

Knowledge of general accounting procedures. Knowledge of basic financial recordkeeping practices, with the ability to translate those practices to the management of the assistance given.

Ability to maintain office records and to prepare accurate reports.

Knowledge of the functions and departments of a governmental jurisdiction.

Thorough knowledge of the statutes, guidelines, regulations, principles, and practices pertaining to health and welfare administration.

Ability to exhibit tact, respect and empathy when dealing with the public.

Effective communication skills both in writing and verbally and to maintain the confidentiality of sensitive information.

Ability to work with individuals in a calm, reassuring and effective manner.

Ability to respond quickly and accurately to emergency situations.

Ability to exercise judgment and make responsible decisions in accordance with established policies and procedures.

Ability to prioritize, organize, and perform work independently.

Ability to establish and maintain effective working relationships.

Thorough knowledge of multi-line telephone systems.

**Physical Requirements:** the position requires the physical ability to sit, stand, walk, bend, talk, hear, and requires the use of hands and fingers for the repetitive movements of typing and keyboarding.

**Supervisory Responsibilities:** None.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

**\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*

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