

Town of Warner, NH

POSITION: **Human Services Director**
FLSA STATUS: **Non-Exempt**

DEPARTMENT: **Human Services**
REPORTS TO: **Town Administrator/Select Board**
DATE: **October 20, 2025**

GENERAL SUMMARY:

This position specializes in human services with duties such as research and data gathering to determine eligibility of applicants for general assistance under RSA 165. They shall follow the state of NH's RSAs, federal laws, and Warner's defined policies and procedures in applicant approval.

SUPERVISION RECEIVED:

This position receives general supervision and policy direction from the Select Board or Town Administrator. They shall exercise a considerable degree of independent judgment and are evaluated by the Select Board based upon the achievement of assigned goals and objectives.

SUPERVISION EXERCISED:

This position will work closely with the Finance Department and Town Administrator.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- reviews client application and accompanying documentation
- interviews applicants to assess personal and financial situations, needs, and eligibility for general welfare assistance
- assesses emergency and crisis situations
- contacts and acts as liaison to landlords, other human services agencies, employers, attorneys, doctors, banks and other institutions to collect and/or verify information about applicants
- retrieves messages, screens calls, makes referrals, provides information, and schedules appointments
- assists clients in completing applications for public assistance (Merrimack County, state DHHS, CAP, Federal SSA and housing), monitors client progress through follow-up appointments,
- maintains and updates client's files with detailed case notes
- organizes financial data and payment transactions
- locates outside resources and agencies to provide food, and other essentials for clients in need
- maintains and upgrades professional knowledge, skills and development by attending seminars and training programs.
- maintains membership of NHMA, NH Local Welfare Administrators' Association, as well as attends regular meetings
- enforces Warner's Human Services (Welfare) guidelines and RSA 165 when preparing cases for fair hearings, civil judgment cases, or when subpoenaed to court
- pursues all forms of reimbursement from all sources (including SSL, civil lawsuits, Medicaid, liens)
- required to meet with the Select Board at least annually to discuss budget and Warner's Allowable Levels of Assistance Payments
- review Welfare Guidelines and recommend changes as needed to the Select Board
- performs other related duties as assigned.

COMPLEXITY:

The work consists of duties that involve related steps, processes, or methods. The decisions that need to be made involve various choices requiring the employee to recognize the existence of differences among clients.

SCOPE AND EFFECT:

The work involves the execution of specific rules, regulations, or procedures. The work typically comprises a complete segment of an assignment or project of a broader scope. The work of products or services affects the accuracy, reliability, or acceptability of further processes or services.

PERSONAL CONTACTS:

ALL CONTACTS AND CONVERSATIONS WITH RESIDENTS ARE CONFIDENTIAL AS WELL AS THEIR APPLICATION AND DOCUMENTS – THESE DOCUMENTS SHOULD BE KEPT SAFE AND NOT ACCESSIBLE BY ANYONE.

Contacts are made with members of the public, as individuals or familial groups, in a moderately structured setting. The purpose of maintaining these personal contacts is to plan, coordinate, and advise on effects to become independent. Also to resolve or prevent barriers by influencing or motivating individuals/familial groups who are working toward mutual goals and who have basically cooperative attitudes. You shall work with the public who are inquiring about or applying for financial assistance. All residents' contacts, records, and services provided by the Human Services Director shall be logged and tracked.

PURPOSE OF PROFESSIONAL CONTACTS:

The purpose of maintaining Professional Contacts is to plan, coordinate and advise on work efforts or to resolve operating problems/barriers for clients. By focusing on networking, education, and efficiency you will lessen the overall tax burden on the municipality.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY:

Positions at this level have no formal assigned supervisory responsibility or authority. Employees are responsible only for the performance of their own assigned work. They may be asked to train new employees in the fundamentals of the job or to participate in cross-training of other employees.

MINIMUM QUALIFICATIONS

Required Education and Experience:

An associate's degree or equivalent from a two-year college for a human services/resources field is preferred; with considerable and extensive experience in facilitating and understanding of general welfare assistance which requires public contact, networking and attention to detail. A thorough knowledge of computers, Microsoft, filing, basic office equipment, and software is required. Any combination of education, training, and experience which provides the knowledge, skills and abilities required to perform the job shall be considered.

Knowledge, Skills and Abilities:

- knowledge of New Hampshire Public Welfare Laws, availability, and use of community resources
- knowledge of Social Security, vocational rehabilitation, state welfare programs, and other related resources
- modern office methods, procedures, equipment, and business letter writing
- typing and ability to retrieve data
- assessing and evaluating individualized situations
- interpreting and following local, state, and federal regulations
- exercise good judgment in evaluating situations and in making decisions
- organizes and maintains documents and records in a safe, secure and readily retrievable manner

- interpret departmental policies, procedures, and guidelines
- writes case histories and related reports
- deals effectively with psychological and environmental problems arising in connection with case work, especially involving emotionally charged situations
- ability to establish a rapport with clients.
- deal effectively with other agencies, employees, and the public
- communicate clearly and effectively, orally and in writing
- read, analyze and interpret professional periodicals and journals and government regulations
- strong math skills and knowledge of how to use a spreadsheet to address financial situations
- solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- provide professional confidentiality to protect residents' identity and their needs

WORKING CONDITIONS:

- Work is performed in an office, or possible hybrid with permission from the Selectboard.
- Files will be stored in the Town Hall in a secure filing cabinet or kept on a confidential computer/laptop, and paper copies shredded. Must adhere to the requirements of RSA 33-A:3-a.
- The employee may be exposed to noise and contagious or infectious diseases.

This is a stipend position with time not exceeding an average of 10 hours per week. However, some weeks will have far less than 10 hours, and some weeks will have more. The pay scale shall be commensurate with experience - \$20 - \$25 per hour.

<p>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.</p>
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