

Town of Warner, NH

POSITION: Human Services Director

DEPARTMENT: Human Services

FLSA STATUS: Non-Exempt

Reports to: Town Administrator/Select Board

DATE: October 20, 2025

GENERAL SUMMARY The position specializes in duties such as research and gathering data in determining eligibility of applicants for publicly funded assistance. Follows defined policies and procedures in applicant approval.

SUPERVISION RECEIVED: This position received general supervision and policy direction from the Select Board or Town Administrator, exercises a considerable degree of independent judgment and is evaluated by the Select Board based upon the achievement of assigned goals and objectives.

SUPERVISION EXERCISED: This position will work closely with Finance Department and Town Administrator.

ESSENTIAL DUTIES AND RESPONSIBILITIES (the list may not include all duties of the position.)

- Reviews client applicants and accompanying documentation and interview applicant to assess personal and financial situation, needs, and eligibility for welfare assistance.
- Assess 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 appointment, updates client files with detailed case notes and organizes financial data and payment transactions.
- Locates outside resources and agencies to provide food, and other essentials for families in need.
- Maintains and upgrades professional knowledge, skills and development by attending seminars and training programs and shares knowledge with other agency staff. Member of NHMA, NH Local Welfare Administrators' Association, and attending their regular meetings.
- Enforces guidelines/RSA 165 when preparing cases for fair hearings, civil judgment cases, or when subpoenaed to court.
- Pursues all forms of reimbursement from SSL, civil lawsuits, Medicaid.
- Required to meet with the Select Board Annually to discuss budget.
- Required to review Welfare Guide 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, process or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of and differences among a few easily recognizable situations.

SCOPE AND EFFECT The work involves the execution of specific rules, regulations or procedures and typically comprises a complete segment of an assignment or project of broader scope. The work product or service 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. The contacts are with members of the general public, as individuals or groups, in a moderately structured setting (e.g., the contacts are generally established on a routine basis, usually at the employee's work place; the exact purpose of the contact may be unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of other participants).

PURPOSE OF CONTACTS The purpose is to plan, coordinate or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes to work with public who are inquiring about or applying for financial assistance.

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 in the Department, but such assignments do not include the on-going authority to assign and review the work of other employees or to recommend or take corrective action regarding the performance of other employees. All residents' contacts, records and services provided by the Human Services Director should be logged and tracked.

MINIMUM QUALIFICATIONS

Education and Experience

- Associate degree or equivalent from a two-year college for a human services/resources field. Considerable and extensive experience in facilitating and understanding of general welfare assistance requiring public contact, networking and attention to detail. Thorough knowledge of computers, Microsoft, filing, basic office equipment and software. Any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

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 situation and in making decisions.
- Organized and maintain documents and records to be safe, secure and readily retrievable.
- Interpret departmental policy, procedures, and guidelines.
- Write case histories and related reports.
- Deal effectively with psychological and environmental problems arising in connection with case work, especially involving emotionally charged situations.
- Ability to establish rapport with clients.
- Deal effectively with other agencies, employees, and the general 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 at a home office.
- Completed 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.

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.

