

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: WELFARE CASE TECHNICIAN**  
**DEPARTMENT: HUMAN SERVICES**  
**REPORTS TO: HUMAN SERVICES DIRECTOR**

**JOB CODE: 9020**  
**DATE: 2/08**

**JOB SUMMARY:**

Performs specialized duties such as research and gathering data in determining eligibility of applicants for publicly funded assistance. Follows defined policies and procedures in applicant approval.

**ESSENTIAL JOB FUNCTIONS:**

Reviews client applications and accompanying documentation and interviews applicant to assess personal and financial situation, needs, and eligibility for 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.

Develops comprehensive short- and long-term plans for clients to return them to self-sufficiency through job search, housing search, and budgeting; provides referrals to other social services and benefit programs.

Answers incoming telephone calls during peak activity times, screens calls, makes referrals, provides information, and schedules appointments.

Assists clients in completing applications for public assistance; monitors client progress through follow-up appointments; updates client files with detailed case notes and organizes financial data and payment transactions.

Locates outside resources and agencies to provide food baskets, Christmas presents, eyeglasses, shoes, and other essentials for families in need.

Maintains and upgrades professional knowledge, skills, and development by attending seminars and training programs and inviting other agency staff to train and share knowledge during staff seminars.

Stocks food for pantry; shops for diapers, toilet paper, and other essential personal products; packages food in baskets.

Enforces guidelines when preparing cases for fair hearings, civil judgment cases, or when subpoenaed to court.

Pursues all forms of reimbursement from SSI, civil lawsuits, Medicaid, and liens.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Computer      Telephone      Fax Machine      Calculator      Photocopier      Printer

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Associate's degree or equivalent from a two-year college in Liberal Arts, Business Administration, or other related field; and,

Two to four years experience in work requiring considerable public contact and attention to detail, and involving use of computers; or,

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.

Social Security, vocational rehabilitation, state welfare programs, and other related resources.

Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques.

**Skill in:**

Typing and operation of computer keyboard in order to enter and retrieve data.

Assessing and evaluating individualized situations.

Interpreting and following local, state, and federal regulations.

**Mental and Physical Abilities to:**

Exercise good judgment in evaluating situations and in making decisions.

Organize and maintain documents and records so as to be safe, clean, 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 with aggressive clients.

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.

Add, subtract, multiply, and divide whole numbers, common fractions, and decimals.

Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

Perform duties while sitting at a desk or table or while intermittently sitting, standing, or stooping.

Frequently lift light or occasionally lift heavy objects.

**Working Conditions:**

Work is performed in an office.

The employee may be exposed to noise and contagious or infectious diseases.