

TOWN OF HOPKINTON
JOB DESCRIPTION
HUMAN SERVICES COORDINATOR

JOB SUMMARY: Performs highly responsible administrative and professional work in providing welfare assistance in accordance with New Hampshire RSA 165 and the Town of Hopkinton Welfare Guidelines. Coordinates human services between those with needs and those providing assistance including public, community and private organizations. Coordinates Human Services related programs for the benefits of residents.

SUPERVISION RECEIVED: Work performed under the general administration of the Town Administrator and the policy direction of the Select Board. Consults with the Human Services Advisory Committee which functions in an advisory capacity.

SUPERVISION EXERCISED: None.

EQUIPMENT USED: General office equipment, computer, telephone, copy and facsimile machines, calculator, motor vehicles.

ENVIRONMENT: Inside: 99% Outside: 1%

DUTIES AND RESPONSIBILITIES:

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

WELFARE (the priority work of this position)

- Administer financial assistance in accordance with NH RSA 165 and the Town of Hopkinton Welfare Guidelines.
- Interview clients to determine eligibility for assistance or services.
- Assess client needs and eligibility through the application of standards established by state and local guidelines.
- Provide information, assistance and referral services to those requesting welfare assistance.
- Maintain regular posted office hours.
- Maintain data on services and resources of other public, community and private agencies and make referrals to outside agencies when appropriate.
- Maintain detailed files and logs, pertaining to welfare applications, payments, property liens, and contracts.

- Facilitate the operation of the Hopkinton Food Pantry.
- Works with the Human Services Advisory Committee for events such as the annual recognition of Hopkinton Food Pantry volunteers.

DUTIES AND RESPONSIBILITIES (continued):

- Prepare and present routine monthly, cyclical and special reports to town, state and federal organizations in a timely manner.
- Prepare, file and execute information, documentation and requirements for welfare liens on recipient properties.
- Remain cognizant of state, federal, and legal regulations concerning welfare functions.

ADMINISTRATIVE

- Prepare and administer welfare budgets and oversight of donation accounts.
- Recommend to the Select Board updates to the Welfare Guidelines, administrative policies, rules and regulations related to welfare.

SOCIAL SERVICES

- Act as social services resource for town organizations, the school system, the community in general, and public, community and private organizations. This includes assessing needs, requesting resources, scheduling and serving as the human service liaison between those providing services such as, Got Lunch, wood bank, C.A.P., Slusser Senior Center, Dial-a-Ride, schools, Family Support Team, summer camp and community organizations.
- Coordinate and provide direction in the delivery of social services within the town.
- Maintain knowledge of and refer clients to federal, state and county programs when available.
- Coordinate direct assistance programs such as Operation Holidays, holiday food programs at Thanksgiving, Christmas and Easter, Camp Scholarships backpack program and clothing program.
- Solicit funding for donation-based programs.
- Maintain a social media presence as a form of community outreach.
- Maintains awareness of the needs of those in the aftermath of emergencies such as fire or flood and coordinates assistance to meet the needs.
- Represent the Town at various functions and make presentations at civic and business groups.

GENERAL

- Handle, or when necessary, refer to the Town Administrator all citizen concerns and complaints concerning welfare.

- Attend to many items simultaneously, and or in sequence.
- Maintain confidentiality regarding records of the Town and the information of clients.
- Familiar with and executes safe work procedures associated with assigned work.
- Perform other related duties as assigned or required.

LICENSURE/CERTIFICATION REQUIREMENT: Valid NH Driver’s License.

OTHER TRAINING, SKILLS AND EXPERIENCE REQUIREMENTS: Knowledge of town, state and federal laws dealing with welfare programs and knowledge of resources available for people in need; must be able to handle stress, work independently and work well with a diverse group of personalities; completion of a 4 year college program required with a major in social services preferred; OR any equivalent combination of education and experience which demonstrates possession of the required knowledge, skill, and ability. Ability to establish and maintain effective working relationships with employees, town officials, civic organizations, and the public at large; ability to write and speak effectively; ability to formulate decisions and advise the same with supervisors on matters of policy; ability to maintain and develop the budget and the records of the department’s operation.

SUMMARY OF OCCUPATIONAL EXPOSURES: Some exposures to cleaning fluids and office machine toner.

OTHER CONSIDERATIONS AND REQUIREMENTS:
The Human Services Coordinator is a part-time employee of the Town of Hopkinton.

This position is a Grade 11 on the Town of Hopkinton Pay Scale.

This position requires establishing consistent office hours which may include evening office hours for working clients. Must be available for meetings and workshops that occur at times other than regular business hours.

Must be computer literate and have familiarity with Microsoft Office.

Candidate will be required to go through a complete background check.

EVALUATION: Annually by the Town Administrator.

APPROVED BY THE SELECT BOARD ON: May 21, 2012
UPDATED BY THE SELECT BOARD ON: July 19, 2021
UPDATED BY THE SELECT BOARD ON: April 8, 2024