

**TOWN OF WESTON**  
**SOCIAL SERVICES PROGRAM ASSISTANT**

**Position Purpose:**

The purposes of this position are to provide administrative support to the Director of Social Services/Town Social Worker. Duties include managing the Meals on Wheels program and billing; working with clients to access federal, state and local assistance and resources; answering and directing calls; setting appointments; maintaining data base of clients; and providing information and referrals for support services. The Social Services Program Assistant is required to exercise independent judgment and a high level of professionalism and confidentiality. S/He is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

**Supervision:**

*Supervision Scope:* Performs a variety of administrative and program support responsibilities requiring knowledge of division standard operating procedures and exercises judgment and initiative to accomplish competent service delivery; works independently and in combination of others.

*Supervision Received:* Works under the general direction of the Director of Social Services/Town Social Worker following professional standards, procedures and policies.

*Supervision Given:* None

**Job Environment:**

Administrative work is performed in a moderately noisy office with regular interruptions during the day from the public via telephone or in person; occasionally required to perform visits to clients homes and attend meetings for trainings under possible adverse weather conditions, including extreme hot and cold.

Requires the operation of an automobile, telephones, computers, copiers, facsimile machines, and other standard office equipment.

Makes frequent and periodic contact with other municipal departments such as: Youth Services, Senior Center staff, Parks and Recreation, Tax Office and Town Clerk's office, Makes frequent and periodic contact with civic groups, other private and non-profit human service agencies, state agencies, and volunteers. Has constant contact via phone and in person with the general public; Communication is frequently in person, by telephone, fax, and email or at meetings. Contacts require a high level of compassion and confidentiality.

Errors in judgment or omissions could result in loss of services and potential liability.

**Essential Job Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

- Greets people contacting the office, by phone or in person; directs calls and visitors, sets appointments with self or Director of Social Services/Town Social Worker; provides public with referral information and forwards paperwork to residents and clients.
- Handles office administrative functions such as letter correspondence, filing, purchase orders, etc.
- Coordinates and participates in events and programs for clients and residents, including seasonal gifts of food, personal items and gift cards.
- Provides residents with available information and resources through the department or other public or non-profit providers such as the Weston Warm Up Fund, Weston Dial-a-Ride, and Weston Food Pantry; assists residents by making the appropriate contacts and/or helping them to complete applications for Town, local, regional, state and federal services such as fuel assistance which includes reviewing their financial information.
- Accepts Meals on Wheels referrals, makes arrangements to add, delete or change orders with the kitchen for appropriate meals. Collaborates with the volunteer coordinator regarding meal deliveries and the Weston finance department regarding billing. Prepares monthly bills for Meals-on-Wheels and mails to clients based on their ability to pay.
- Assists clients with Medigap and Part D Medicare programs by reviewing their medical requirements and assisting them with analysis of options through the computer programs available. Maintains training on Choices Program related to Medicare.
- Maintains and updates Social Services Department files and Database of clients, includes services received and emergency contact information.
- Distributes educational materials about various programs; attend meetings related to community organizations, information updates and programs.
- Maintains, organizes and updates resource materials in the office for residents to access as needed and be familiar with these resources.
- Assists in calling senior and disabled residents in times of town emergency or inclement weather.
- Visits clients on occasion, as needed.
- Complies with OSHA.

**Other Functions:**

- Performs similar or related work as required, directed or as situation dictates.
- Continues training related to new program requirements.

- Assists other departments, offices or staff as needed to promote a team effort to serve the public.

### **Minimum Required Qualifications:**

#### Education, Training and Experience:

The qualifications required would generally be acquired with an Associate's degree in social services or related degree from an accredited college or program and have 3 years of experience in social work agencies or related work experience; or any equivalent combination of education, training and work experiences. Prefer BSW or equivalent degree.

Special Requirements: None

#### Knowledge, Ability and Skill:

*Knowledge:* Knowledge of the principles and practices of modern office procedures including accounting, purchasing, scheduling and the maintenance of records; working knowledge of local, regional, state and federal programs and services that support youth, elders and families, as well as eligibility requirements for related public assistance programs; awareness of and appreciation for, the impact of poverty, unemployment, domestic violence, substance abuse, dementia and other health impairments that impact residents and their families; knowledge of appropriate computer systems, including data base; strong knowledge of the use of office automation applications and equipment, business arithmetic, American business English and spelling; thorough knowledge of local organizations and groups whose program and services complement department goals.

*Ability:* Ability to type with speed and accuracy and to develop and maintain records and files; ability to follow written and oral instruction and complete projects with minimum supervision; ability to respond to requests for information from distressed youth, elders and family clients; ability to assess intake needs and direct clients to the most appropriate next step; ability to maintain working relationships with state, local and regional agencies and community groups; ability to understand regulations of programs and assist with appropriate applications; ability to multitask; ability to maintain confidential records; ability to use computer systems and data bases; ability to coordinate seasonal gift giving programs.

*Skill:* High level of customer service skills; solid verbal and written communication skills; good clerical, data entry and reporting skills; aptitude for working with details, paperwork, computers and standard office equipment; aptitude for describing programs and resources to people; aptitude for interacting with families, elders and youth and maintaining effective working

relationships with various groups; problem solving skills; skilled in maintaining strict confidentiality and in exhibiting tact, diplomacy and compassion; organizational skills.

**Physical and Mental Requirements:**

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions		X		
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			
Other-Describe _____				
Other-Describe _____				
Other-Describe _____				

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		X		
Walking			X	
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel/type			X	
Climbing or balancing	X			
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms		X		
Smelling/tasting	X			
Bending, pulling, pushing		X		
Other-Driving		X		
Other-Describe _____				

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3

Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)		X		
Moderate noise (computer, light traffic)			X	
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*