

LANCASTER COUNTY
GENERAL ASSISTANCE OFFICER

NATURE OF WORK

This is a responsible position consisting of work related to supervising staff and coordinating the services and programs of the Lancaster County General Assistance Office.

Work in this position involves the coordination of a multitude of services and benefits available to residents of Lancaster County. The work also includes overseeing the application process, determining eligibility for assistance, payment of bills, collection of accounts payable, preparation and presentation of reports and overall supervision of the General Assistance Program. The work also includes assisting with the preparation and administration of the departmental budget. The work is performed under general policy as established by the Lancaster County Board with the incumbent being held accountable and responsible for the results achieved. Supervision is exercised over all subordinate staff within the department.

EXAMPLES OF WORK PERFORMED

Oversee requests for general assistance benefits and support services for the general public; determine eligibility and coordinate multiple services and benefits available at the County levels; direct, schedule and oversee the departmental staff in the operation of this department, prepare and administer the departmental budget, and attend meetings of the Lancaster County General Assistance Monitoring Committee.

Supervise the administration of the Lancaster County General Assistance Program. Develop relationships with the local agencies providing services to General Assistance clients. Conduct all supervisory reviews or reconsideration for denied claims and represent the department at all appeal hearings.

Prepare quarterly reports for review by the Lancaster County General Assistance Monitoring Committee, and assist in briefing the Committee on the overall operation of the department. Oversee the bi-annual review of the General Assistance guidelines and keep the Director, the Monitoring Committee and County Board advised of trends and tendencies of the program.

Conduct public speaking visits to affiliated groups and providers as needed.

Attend meetings of the Lancaster County General Assistance Monitoring Committee and prepare and present the necessary reports.

Assist with the preparation and administration of the departmental budget.

Perform related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of general assistance laws, regulations, rules and statutes while working with multiple agencies to determine eligibility for benefits.

Knowledge of preparing reports.

Ability to effectively and efficiently communicate both orally and in writing at all levels.

Ability to conduct public speaking visits to affiliated groups and providers.

Ability to maintain tenacity and investigative skills to appropriately process claimants through a multitude of governmental programs.

Ability to make independent judgments based on department objectives.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four year college or university with major coursework in a human services or related field with experience working in the field of welfare related programs, services or benefits. Knowledge and training in a legal field and/or medical field is helpful.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent plus a combination of college-level coursework, training, and experience working in human services field, or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.