

**TOWN OF YARMOUTH, MAINE**  
**Parks, Recreation & Community Services**  
**GENERAL ASSISTANCE ADMINISTRATOR**

**Job Description**

**NATURE OF WORK**

The General Assistance Administrator's work involves considerable contact with the public. This position coordinates and implements the Town of Yarmouth's General Assistance program, and other resident-based social services, as assigned.

Work requires a familiarity with local, state, and federal policies of General Assistance programs. The employee frequently has considerable independence of action in the disposition of routine matters and in receiving complaints, delivering information, and other public relations.

This position serves clients in the administration of the Town's General Assistance program.

General Assistance administrative work is accomplished in accordance with State, Town and department policies and procedures. Partnerships with agencies and organizations include but are not limited to: Southern Maine Agency on Aging, Yarmouth Cares About Neighbors, Yarmouth School Department, Yarmouth Community Center, Yarmouth Compassionate Housing Initiative, and Yarmouth Senior Housing.

Work is often performed independently, however under the general supervision of the Yarmouth Community Services Director and/or Town Manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Assists in the development of the Town of Yarmouth's General Assistance (GA) program, Yarmouth Heating Assistance Fund, and other resident-based social service programs, as assigned and available.

Administers the Town of Yarmouth's GA program.

Researches and initiates local, regional, state, and federal resources to support the Town of Yarmouth's GA program and other resident-based social services, as assigned.

Establishes and maintains strong working relationships with agencies and organizations including, but not limited to: Southern Maine Agency on Aging (SMAA), Yarmouth Cares About Neighbors (YCAN), Yarmouth School Department, Yarmouth Community Center (YCC), Yarmouth Compassionate Housing Initiative, and Yarmouth Senior Housing.

Receives applications for GA, interviews clients (individually and sometimes with support service personnel), investigates and verifies data on applications, evaluates and determines applicant eligibility for GA, and makes GA decisions.

Assists GA clients in working towards positive solutions.

Maintains GA liaison with, and makes referrals to, various local, state, and federal agencies or other social service organizations.

Maintains GA account records, client records and filing system, types reports and correspondence, may prepare reports from records to include Expenditure report to Maine DHHS; processes GA invoices and prepares vouchers for payment.

Coordinates support services with SMAA, YCAN, YCC, Fuel Fund, and other client resources.

Prepares department files for Fair Hearings and coordinates meeting schedules for the Fair Hearing Board and the client.

Provides support to Town of Freeport's GA program as a "mutual aid" back-up coverage system.

Interprets and applies ordinances, rules, and regulations.

Possesses skills to create reports and/or other documents as needed in assisting clients to return to work.

Participates in creating and providing an office culture of professional customer service.

Performs routine clerical and administrative work in answering phones, typing, receiving the public, providing customer assistance, data processing, bookkeeping, and making accurate financial transactions.

Utilizes related websites and computer software programs (e.g. My Maine Connection, Social Security Disability, etc.)

Purchases, inventories, and maintains position-related supplies and equipment.

Maintains accurate spreadsheets, statistics, records and correspondence for clients, participants, and government entities.

Performs and completes work under assigned timelines.

Investigates and takes appropriate action(s) with concerns from clients, program staff, and volunteers.

Attends appropriate trainings and professional development programs.

Prepares a variety of studies, reports and related information.

Professionally responds to public inquiries about GA responsibilities by telephone, email, social media, during public meetings, etc.

Provides assistance and contributions to other Town departments, projects, and volunteer groups.

Performs other work as required or assigned.

## **PERIPHERAL DUTIES**

Performs a variety of miscellaneous duties such as using telephones, typing correspondence, running errands, setting up meeting rooms, etc.

Serves as a member, resource, or liaison to various committees and community organizations in Yarmouth and work teams, as assigned.

Serves as member of professional association(s) and affiliated sub-groups (MWDA, etc).

## **DESIRED MINIMUM QUALIFICATIONS**

Education and Experience:

- (A) Graduation from an accredited high school; and
- (B) Three years of progressively responsible administrative experience in a related field.

Necessary Knowledge, Skills and Abilities:

- (A) Experience and functional knowledge of Word, Excel, Google/Google Docs, Outlook, email platforms, and the ability to learn moderately complex software programs;
- (B) Functional knowledge of social media;
- (C) Ability to prioritize daily workload and multi-task;
- (D) Skill in operation of listed tools and equipment;
- (E) Ability to establish and maintain effective working relationships with employees, supervisors, other agencies, participants, instructors, community leaders, clients, and the general public;
- (F) Ability to communicate effectively orally and in writing, and possibly work alongside clients' interpreters, social service personnel, or other case workers;
- (G) Ability to understand, apply, and explain GA screening criteria, household financial management obligations, and appeal procedures;
- (H) Ability to calmly and courteously assist residents in crisis situations;
- (I) Ability to utilize good judgment in evaluating immediate needs of prospective clients;
- (J) Ability and initiative to use resourcefulness and tact in meeting new problems;
- (K) Ability to work weekdays, some evenings, occasional weekends, and be on-call for crisis situations which may occur 24 hours per day, 7 days per week;
- (L) Ability to attend and complete GA Basic Certificate and GA Advanced Certificate within 6 months of hire;
- (M) Ability to attain and subsequently maintain GA administrative certifications within 15 months of hire.

## **SPECIAL REQUIREMENTS**

Must attain state and municipal trainings required for position within 6 months.

Must maintain qualifications and attend up-to-date trainings for GA-related program requirements.

## **TOOLS AND EQUIPMENT USED**

Personal computer, laptop, printers, calculator, postage machine, copy and fax machines, telephone, mobile or portable radio.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must be able to communicate clearly by telephone and in person.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals.

The noise level in the work environment is usually minimal while in the office.

The duties listed above 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**Effective Date: January 1, 2021.**