

BUTLER COUNTY – EOE/AA

Job Description General Assistance Director

Job Title: General Assistance Director

Department: General Relief

Salary Level: \$55,000-\$70,000

FLSA Status: Non-Exempt

PURPOSE OF POSITION

Manages the Butler County General Assistance Program for low-income persons needing housing, basic needs and/or access to health care services. Develops and implements program policies in accordance with Iowa Code guidelines, coordinates the delivery of services and ensures procedures are consistent with established policies. Assists and collaborates with Butler County Sheriff and EMS departments on complex cases. Prepares and administers programs annual budget by estimating and forecasting future needs to carry out program services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. (These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.)

- Must be capable of regular and predictable attendance in order to perform assigned tasks.
- Creates, revises and implements GA program policies and procedures for persons served in Butler County; monitors progress and changing needs of persons served to determine eligibility requirements and appropriate assistance, if any, to be provided; reviews and keeps abreast of legislative changes that may impact GA program policies.
- Directs, negotiates and manages agreements with outside agencies to process intake requests from persons in need of assistance; conducts training with outside agencies on intake process and addresses concerns related to non-compliance with practices and procedures established by the GA program.
- Prepares and maintains GA program budget and presenting funding requests to Board of Supervisors annually; tracks and analyzes ongoing distribution of GA program funds, requests and makes appropriate budgetary adjustments when necessary, and gathers information to estimate future needs to accurately forecast future budgets.
- Reviews request for assistance received by outside agencies to approve or deny eligibility, authorizes appropriate expenditures and creates claims to distribute funds; collects appropriate documentation to support eligibility decision and maintains enrollment files on persons in need of expenditures; addresses appeals for denied assistance and upholds or overturns initial eligibility decision.
- Evaluates program activities to determine the efficiency and effectiveness of the services provided, and initiates quality improvement process when necessary.
- Interviews clients to determine eligibility for general assistance, including assistance related to funeral services, transportation services and/or obtaining medications.
- Utilizes intake data to report output of assistance granted, program outcomes and to advocate for the needed changes in existing processes and systems as identified.
- Participates actively to facilitate making appropriate decisions on referrals to outside agencies for general relief and other community resources in a timely manner.
- Assists Sheriff's Office and Emergency Management Services (EMS) with complex cases
- Works collaboratively with the Behavioral Health ASO and Disability Access Point

- Attends community collaboration committee meetings, such as homeless coalition, Butler County Visions of Wellbeing and DAP advisory committee
- Assist community members with social security applications
- Works collaboratively with other community agencies to best support Butler County residents
- Provides information to Butler County School districts to assist with long-term support planning for special needs students.

QUALIFICATIONS

- A bachelor's degree in human services or related field from a four-year college or university and 3-5 years related experience or training or equivalent combination of education and experience.
- Job-related experience in a governmental environment is preferred.
- Ability to maintain compliance with applicable state and federal laws.
- Ability to maintain the highest level of confidentiality.
- Must maintain a high level of accuracy and attention to detail.
- Must possess a valid Iowa Driver's License and be insurable under the County's guidelines.
- Excellent written and verbal communication skills are required.

SUPERVISOR RECEIVED

- Supervision is received from the Board of Supervisors or designee

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Position is in an indoor office setting requiring knowledge of modern office practices, procedures and equipment such as copiers, scanners, fax machines, telephones, and computers (including high level of proficiency with Microsoft Office Suite programs).
- Ability to travel out-of-town for training and meetings.
- Position requires substantial interaction/communication with other employees, outside agencies, and the general public.
- Exposure to high stress situations are common.

Employee's Signature

Dept Head/Elected Official Signature

Date: _____

Butler County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and position incumbents to discuss potential accommodations with the Employer.