



Job Description

Position Summary: General Assistance Director

Department: General Assistance

Reports: Township Supervisor

Position Summary

Oversees the day-to-day operations of the General Assistance Department by administering comprehensive programs and services for Joliet Township low-income residents. Includes researching, planning, organizing, coordinating and directing required action on policies and/or projects directly related to General Assistance that have been defined by the Township Supervisor. Responds to and interacts with residents, employees and/or others within and outside the department in a courteous, professional, and effective manner. Performs other duties as required for the successful operation of the Joliet Township General Assistance Department.

Duties and Responsibilities:

- Develop work plans based on established goals and objectives
- Accurately assess the needs of the low-income population; develop programs and services that address these needs.
- Implement an outcome-based evaluation process for departmental programs to measure effectiveness.
- Oversee the administration of the department, the General Assistance Program and the Emergency Assistance Program.
- Screen applicants to determine eligibility, administer the Township's programs to clients and make referrals to other agencies for services.
- Issue Disbursing Orders for payments to vendors.
- Develop community relations through social media and other outreach opportunities with community organizations.
- Actively seek out staff training and development opportunities related to the provision of general assistance.
- Provide a monthly and annual report of relevant departmental activities to the Township Board and the Township Supervisor.
- Actively participate in Township and Community events.

Supervisory Responsibilities:

- Responsible for the day-to-day operations and supervision of all departmental staff.

Other Job Functions:

- Performs all other duties as assigned by the Township Supervisor.

Required Knowledge, Skills, and Abilities:

- Must have knowledge of public benefit programs sponsored by Will County, the State of Illinois and the Federal Government, including eligibility requirements.
- Ability to gather information from clients to identify and resolve problems by connecting with resources or programs.
- Ability to multi-task in a fast-paced work environment.
- Effectively navigate situations involving difficult clients.
- Possess strong organizational skills.
- Ability to adhere to the Township's confidentiality policy.
- Capacity to identify and manage multiple projects, programs and services in an efficient and effective manner.
- Ability to lead a group of people and work with a variety of personalities.
- Ability to read, research, and analyze professional, scientific, or technical manuals, procedures, plans, laws, licenses, and legal documents.
- Ability to write reports, correspondence, manuals, and draft policies and procedures as needed.
- Skill in effectively communicating with vendors, residents, elected officials and regulatory agencies.

Education, Experience, and Computer Skills:

- Bachelor's Degree in Social Work or related field.
- Three years of experience in a related field required.
- Two years of management experience preferred.
- Equivalent combination of education and experience.
- Must be comfortable with all Microsoft Office applications.
- Experience in Visual GA is a plus.

Nothing in this job description restricts management's right to reasonably assign or reassign duties and responsibilities to this position at any time. Essential features of this position are described under the headings above. A copy of this job description will be kept with the employee's personnel files.