

LANCASTER COUNTY
GENERAL ASSISTANCE REPRESENTATIVE

NATURE OF WORK

This is human service work involving client reception, answering phones, receiving the public, conducting interviews, office files management, data entry, general accounting, preparation of reports, and the monitoring of special programs.

Work involves administrative office work coordinating support services and benefits available to General Assistance applicants in Lancaster County. Work also involves obtaining and investigating service and program application information, investigating residency requirements, preparing case records, monitoring special programs which require the computation of statistics and associated reports, and performing adjunct clerical duties. Supervision is received from the County General Assistance Director and the Deputy Director with work being reviewed in the form of reports, conferences, and the effectiveness of support services provided.

EXAMPLES OF WORK PERFORMED

Data entry into the General Assistance System Program (GASP).

Conduct telephone and personal interviews with applicants seeking financial assistance; assist Caseworkers with investigations and verification of residency, eligibility, and qualifying requirements.

Maintain general accounting files for accounts payable and receivable, payroll, budget and client services accounts using general accounting principles.

Prepare and maintain case records; conduct with routine filing, database and file maintenance, and reception duties on a daily basis.

Perform related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Some knowledge of laws and regulations applicable to general assistance benefits.

Some knowledge of support service agencies in the community as well as services provided by those agencies.

Some knowledge of general accounting principles.

Some knowledge of principles, practices, and methods of interviewing.

Some knowledge of common word processing and computer database software applications.

Ability to perform routine clerical tasks.

Ability to establish and maintain effective working relationships with applicants, their families, co-workers and community agency representatives.

Ability to communicate effectively both orally and in writing.

Ability to maintain routine records of benefits receive and services provided.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent with some experience working in a human services environment. Experience with computer applications and report generation using common office software, accounting, office management and experience working in a social services agency or counseling environment.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent, or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

Approved by: _____
Department Head Personnel Director

05/2010

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