

SAP&DC

S O U T H E R N
A L L E G H E N I E S
P L A N N I N G &
D E V E L O P M E N T
C O M M I S S I O N

TITLE: Welfare Site Assistant
DEPARTMENT: Workforce EARN
FLSA STATUS: Full Time Non-Exempt
GRADE: A-1

ORGANIZATIONAL SUCCESS FACTORS:

1. JOB SKILLS AND KNOWLEDGE

- Uses sound judgment when necessary to reassess projects or situations.
- Consistently follows through on assignments, projects, and other job-related tasks and anticipates what needs to be done on future assignments, projects, etc.

2. RESPONSIBILITY

- Performs tasks thoroughly, accurately, and on time; works within departmental guidelines.

3. CUSTOMER SERVICE

- Maintains courtesy and diplomacy with internal and external customers/contacts.
- Promotes and ensures a quality product that meets client expectations.
- Communicates with all clients in a manner consistent with the belief that all clients are capable of and will succeed in meeting their program goals.

4. PROBLEM SOLVING/JUDGMENT

- Participates constructively in group problem solving.
- Utilizes job knowledge and sound judgment/reasoning.

5. INITIATIVE

- Willing to assume new and challenging assignments.
- Expends a consistent level of effort and time to do the job well.
- Consistently sets and achieves goals.

6. ORGANIZATION

- Plans and schedules work to ensure program objectives and goals are met.
- Produces neat, accurate, thorough, and organized work with a low level of errors.

- Demonstrates flexibility in responding to priorities, demanding work schedules, and organizational change.

7. INTERACTION WITH OTHERS

- Expresses ideas and information accurately and understandably in both oral and written form.
- Interacts and cooperate with others to ensure organizational goals and objectives are met on a consistent basis.
- Has a consistently positive attitude towards work.

8. INTERACTION WITH SUPERVISORS

- Accepts supervision with a positive and appropriate attitude.
- Executes directions and plans from Supervisor.
- Always follows the proper chain of command.

9. COMPANY LOYALTY/ORGANIZATIONAL DEVELOPMENT

- Is interested and supportive of the organization's mission, goals, and objectives, and adheres to Company policy.
- Contributes to teamwork, both within the organization and within the realm of the welfare programs.

OVERALL PURPOSE OF JOB:

The Welfare Case Assistant provides technical support to the Welfare Program Case Manager.

ESSENTIAL FUNCTIONS OF JOB: (other duties may be assigned)

1. Assembles and Maintains Organization of Case File Paperwork.

PERFORMANCE MEASURES

- Prepares and assembles weekly enrollment packets for Case Manager to use during client orientations.
- Periodically checks supply of standard forms and replenishes as needed.
- Coordinates monthly supply requests.
- Files standard forms in case files, as requested, ensuring that information is filed in the correct file and in the correct order.

2. Reviews and Data-Enters Weekly Client Attendance Documentation.

PERFORMANCE MEASURES

- Reviews and calculates hours on weekly attendance forms.
- Attaches pay stubs, when applicable, and calculates hours for weekly attendance totals.
- Enters clients' weekly hours on Commonwealth Workforce Development System database within required time frames.
- May assist the case manager in pulling and reviewing documentation prior to monitoring.

3. Maintain Participant Status Charts.

PERFORMANCE MEASURES

- Maintain participant status charts with weekly hours, enrollment and termination dates, and employment information.
- Maintain a daily attendance chart so the case manager is informed immediately of no-shows.

4. Relays Messages as Directed.

PERFORMANCE MEASURES

- Uses respect, courtesy, and patience in answering the telephone when the Case Manager and/or Instructor is not available.
- Answers routine questions if directed to by the site staff.
- Accurately assesses the urgency of messages and relays correct information to the appropriate parties.

5. Maintains Confidentiality.

PERFORMANCE MEASURES

- Adheres to strict confidentiality requirements by not sharing or revealing any client information to others not on staff.
- Takes all precautions to ensure that client information, either verbal, written, or electronic, is not available for other clients or non-program personnel to access.

8. Meets Attendance Requirements.

PERFORMANCE MEASURES

- Consistently reports to work at the scheduled time and location or uses appropriate call-in procedures for obtaining approval for time off.
- Consistently reports to work, meetings, and other business appointments on time and prepared.
- Achieves a healthy balance between work and personal life.

OTHER DUTIES OF JOB:

1. Serves as liaison between Case Managers, Participants, County Assistance Office staff and Welfare Subcontractor Staff when necessary.

SUPERVISION RECEIVED:

Supervision is typically received from the Welfare Program Director.

SUPERVISION ADMINISTERED:

There are no supervisory responsibilities associated with this position.

MENTAL DEMANDS TYPICAL OF THIS POSITION:

Ability to manage multiple projects/tasks, utilize creativity, ability to adapt to a constantly changing work environment, ability to adapt to working in various locations, maintain a high level of record keeping/routine paperwork, provide close attention to detail, ability to work under high pressure for results, meet frequent deadlines, and work closely with others.

PHYSICAL DEMANDS TYPICAL OF THIS POSITION:

Constantly Incurred (More than 75% of time on job)

Ability to sit, Repetitive finger movement

Frequently Incurred (Between 25% - 75% of time on job)

Ability to stand, Ability to walk

Occasionally Incurred (Less than 25% of time on job)

Ability to lift (light, maximum 10 lbs.)

WORKING CONDITIONS TYPICAL OF THIS POSITION:

Occasionally Incurred (Between 50% of time on job)

Ability to participate in same day in-district and/or overnight out-of-town travel for meetings and conferences using a personal or rented vehicle.

PERSONAL PROTECTIVE EQUIPMENT TYPICAL OF THIS POSITION:

This position typically involves general office working conditions.

QUALIFICATIONS:

Education

Minimum of a high school diploma with an emphasis on secretarial training.
Business school graduate preferred but not required.

Experience/Training

At least six months of working office experience.

KNOWLEDGE, SKILLS, AND ABILITIES TYPICAL OF THIS POSITION:

Problem Solving Skills

Troubleshoots or takes initiative to solve problems.

Communication Skills

Clearly and consistently verbally communicates priorities.
Utilizes appropriate grammar, punctuation, and accuracy in written correspondence, manuals, or publications.
Communicates clearly and accurately with others, both verbally and in written/electronic means.

Math Skills

Performs accurate basic mathematical functions such as addition, subtraction, multiplication, and division.

Computer Knowledge

Word Processing Software
Microsoft Word, Excel, and
Access Internet/E-Mail
Database/Contact Management Software

Other Characteristics

Documentation and observation skills.
Strong organizational skills.
Ability to follow established confidentiality policy.
Ability to follow established safety standards.
Ability to use various office equipment, i.e., copier, fax, shredder, printer, etc.
Ability to communicate effectively in written and oral media.
Ability to effectively use computer technology, including word processing.

This job description does not list all the job duties. Occasionally, supervisors or managers may ask you to perform other instructions and duties. Your evaluation is based in part upon your performance of the tasks listed in this job description and these other duties.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the Commission may terminate employment at any time, for any reason.

Signature of Employee

Date

Signature of Supervisor/HR Representative

Date

Executive Director, Steven K. Howsare

Date

Date Prepared/Revised: March 2025