



JOB DESCRIPTION

Position: General Assistance Coordinator
Department: General Assistance
Reports to: General Assistance Director
FLSA Status: Exempt

Rich Township is one of 30 townships in Cook County, Illinois and serves 10 municipalities including: Country Club Hills, Flossmoor, Hazel Crest, Homewood, Matteson, Olympia Fields, Park Forest, Richton Park, Tinley Park, and University Park.

Position Summary: Under limited supervision, the General Assistance Coordinator works to determine eligibility for General Assistance programs and serves as the primary point of contact for the general public to assist with completion of the initial intake and processing of the GA application for individuals seeking support; conducts assessment of basic current and ongoing physical and financial needs, initial processing of financial claims, review of linkages to best meet the identified service needs and referrals to provider agencies. Administers funding as outlined in the Township's General Assistance Ordinance/Handbook.

The GA Coordinator works during regular business hours, although additional hours and weekends is likely because of workload, and they must always be on-call in case of client issues.

Responsibilities: Under the supervision of the General Assistance Director, duties include, but not limited to:

- Serve as the Township's point of contact for General Assistance programs as outlined in the County's General Assistance Ordinance/Handbook and Township's point of contact for the public to complete the initial intake and processing of the GA Funding Applications.
- Work effectively with consumers who are suffering through financial hardships or a disability through face-to-face interviews or phone interviews. Interviews clients, family members and other interested parties to assess needs for mental health services and or general assistance; gathers and evaluates information regarding employment history, residency, income and available resources and financial status capacity for independent living and availability of services. Does initial informal evaluation of consumer's concerns and observes behavior and establishes plan for referral. Refer and coordinate client's application to appropriate department or separate provider agencies as needed.
- Develops and maintains client information for GA recipients including residency, income, and other available financial resources (e.g., Social Security Disability Income), and

diagnosis. Obtain necessary releases to request information and processes requests, if needed to determine diagnosis, income and/or residency.

- Apply principles of logical thinking and rational systems to define problems, collect data, establish facts, and draw conclusions.
- Narrative contact entries, routine correspondence, reports, assessments, notices of decision, and other information regarding the consumer to complete documentation
- Possess independent decision-making to interpret and apply policies and procedures to coordinate and link consumers in obtaining assessments and or guidelines to determine eligibility and complete applications for county funded services, local, state, and federal agencies. Social Security Disability, Medicaid, needy meds, food assistance and any other appropriate funding sources to meet the client's needs.
- Maintain data on consumers that have been denied for funding.
- Design and modify filing systems to improve efficiency and effectiveness.
- Assist Director in developing, monitoring, and maintaining provider contract.
- Audit, balance, and process claims for General Assistance.
- Participate in professional development opportunities such as job-related training, conferences, and staff meetings.
- Participate and attend agency, provider, and statewide committees dealing with Case Management and/or related consumer services. Attend meetings of public agencies and civic groups as the representative of Rich Township.
- Maintain commitment database.
- Develop resource materials for conferences and website. Assist Director with developing and setting up provider and staff trainings.
- May perform other duties as assigned.

Education, Experience & Qualifications:

- A high school diploma or GED is required, Bachelor's degree in related field highly preferred.
- Valid IL driver's license.
- Must have at least five years of experience in customer support and account management, preferably in a supervising position.
- Personal background, experience, or professional background should reflect an ability to work effectively in cross-cultural situations with residents, co-workers, and the communities we serve.
- Computer proficiency, including use of Microsoft Office applications (Word, Excel, PowerPoint).
- Skilled at data analysis, ability to synthesize data, internal and external feedback, and client experience statistics to determine how to improve customer satisfaction and GA services.
- Must possess excellent interpersonal, communication (written and oral), organizational and coordination skills.
- The ability to work well under pressure, and to learn and retain new information
- Connection to Rich Township communities is a plus.