

CENTER TOWNSHIP

Connecting Citizens With Resources to Succeed

**CASEY SAMSON | CENTER TOWNSHIP TRUSTEE
BOONE COUNTY, INDIANA**

Township Assistance Investigator – Full Time

Summary/Objective

Township Assistance is a critical part of the Township Trustee's responsibility to the residents of Center township. The Township Assistance Investigator's role is to interview, assess and investigate an applicant's financial request. The Investigator also examine applicants' situation to provide crisis intervention, counseling, education, and to make referrals to appropriate agencies and community partners. Qualifications for assistance are based on guidelines set forth by the Indiana Township Association and the Center Township Board. This position performs its duties and responsibilities in accordance with Indiana State Statutes.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Complete in-depth interviews with applicants to determine their eligibility for assistance.
- Act as applicants' advocate throughout the process by communicating with them about missing paperwork, referring them to other assistance agencies that can help long-term, and partnering with vendors to accept Trustee pledges.
- Conduct comprehensive review of each applicant's case to determine eligibility for assistance. This includes applicants' submitted paperwork, public records, employment verification, and communication with landlords, utility agencies, and other vendors.
- Stay up-to-date with eligibility requirements and assistance offerings of various social service agencies, including community organizations
- Stay up-to-date with changes in Indiana State Statutes and Indiana Township Association guidelines for township assistance.
- Ensure that intake, case management, and outreach practices comply with national, state, and agency guidelines.
- Maintain an organized assistance case file. This includes keeping an updated appointment calendar and tracking the status of all open cases in a format that the Trustee can refer to when Township Assistance Investigator is out of the office.
- Maintain computer database of applicant files, including all information required for the annual TA-7 form.
- Maintain records required for follow-up and SBOA review.
- Regularly communicate status of cases with the Trustee and keep them apprised of changes in assistance guidelines and statutes.

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- Respond to all incoming calls, voicemails, and emails within 24 working hours.
- Act as a liaison between community partners requesting grant assistance and the Township Board.
- Develop and adhere to annual Operating and Capital Improvement budgets as presented to and approved by the Center Township Trustee and the Center Township Board.
- Create monthly Township Assistance reports for presentation at Township Board meetings.
- Update Township Assistance Guidelines annually, submit to Trustee and Board for approval, and record at the Boone County Commissioners office per state statute.
- Maintain library of instructions for tasks performed by Township Assistance Investigator.
- Attend conferences and trainings relevant to this position
- Answer the door as needed
- Other duties as assigned.

Competencies

- Ability to deal courteously and firmly with the public and demonstrate sound independent judgment.
- Certification in infant, child and adult CPR and Standard First Aid. Must be certified within 6 months of employment.
- Strong organization and time management skills
- Proficiency in Microsoft Office programs, Windows operating system, data entry, and internet browsers.
- Experience creating and maintaining a budget.
- Discretion and ethical conduct
- Sense of project and task ownership
- Ability to prepare and deliver both oral and written reports as required.
- Must possess a valid driver's license and a clean driving record.

Work Environment/Physical Demands

This position requires several hours of desk work a day in a shared office environment. Most work will take place at 320 N East Steet, but the Township Assistance Investigator may also be required at times attend meetings at other sites. The position requires occasional lifting of boxes and packages weighing up to 30 pounds. The Township Assistance Investigator should also be able to move tables and chairs in the interview room for cleaning.

Position Type and Expected Hours of Work

The Township Assistance Investigator is a full-time, salary, exempt employee. The Township Assistance Investigator should expect to work 40 hours a week, with additional hours allotted if needed by the Trustee. Most work will take place Monday to Friday between the hours of 8:30 am and 5:00 pm, but evening and weekend hours may be required for meetings and/or events. The Township Assistance Investigator will be eligible for Holiday Pay, PTO and sick time.

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Required Education

A High School Diploma or equivalent is required.

Preferred Education

A Bachelor's Degree is preferred, but not required for this position.

A Bachelor's Degree or equivalent work experience in Social Work or Law Enforcement/Investigation is recommended, but not required.

Township Assistance experience is preferred, but not required for this position.

Reporting Relationship

The Township Assistance Investigator reports to the Trustee.