



Job Title: Director of Social Services

Department: General Assistance

Reports To: Township Supervisor and Director of Finance and Administration

Salaried Estimated: Min. \$80,000 – Max \$90,000 – Experience Based

Employment Type: Full-Time | Exempt

Position Summary:

Oversee the day-to-day operations of the General Assistance Department by administering programs and services to reduce the needs, provide financial support, information, referrals, and guidance to Wheeling Township residents experiencing hardship and help them reach self-sufficiency.

Responsibilities/Essential Functions

1. Administer the General Assistance program for Wheeling Township while adhering to the adopted General Assistance Handbook and state guidelines.
2. Supervise the day-to-day operations of the department and all departmental staff and volunteers. Directs and evaluates the work of the Assistant Director, Case Managers, Food Pantry Coordinator and Volunteers.
3. Determine those eligible for assistance, administer the Township's programs to clients, make referrals to other agencies for services, and serve the needs of the community with compassion and professionalism.
4. Review General Assistance and Emergency Assistance annually to recommend Township payment levels and policies.
5. Maintain accurate records on all programs providing statistics on a timely basis.
6. Develop and maintain good working relationships with other Townships, DHS, villages, churches and service organizations.
7. In partnership with the Director of Communications and Outreach, represent and educate the public on Township services, including conducting speaking engagements
8. Purchase General Assistance client's gift cards and add into inventory.
9. Update gift card inventory as cards are disbursed to case managers and/or clients.
10. Promote Food Pantry community awareness.
11. Oversee annual Food Pantry crew meeting.
12. Communicate with donors and sign thank you letters for donations.
13. Oversee food drives and pick-up of donations.
14. Qualify and assist clients with Angel Fund, food pantry, and Salvation Army funds.

15. Oversee the holiday donations and distribution to clients.
16. Responsible for maintaining the gift card inventory for the Wheeling Township Emergency Fund, Inc.
17. Qualify and register applicants for Access to Care, Mobile Dental Clinic, SNAP, and LIHEAP.
18. Write Greater Chicago Food Depository equipment grants as needed.
19. Write annual LIHEAP grant/RFQ and balance payments.
20. Review annual contracts with GCFD, SNAP, IL DHS, Department of Homeland Security and Salvation Army for renewals.
21. Provide statistical data to community partners for grant applications.
22. Submit Salvation Army check register and holiday reports.
23. Complete annual accounting tasks including 1099 report for landlords, outstanding DO report, and gift card distribution logs for audit.
24. Submit annual and probationary staff reviews to Director of Finance & Administration.
25. Update GA Department Training and Program Overview Handbook as needed, but minimally once yearly.
26. Assist the Director of Finance and Administration with budget preparation.
27. Prepare and submit articles and photos for the quarterly Township Newsletter and social media.
28. Attend General Assistance Division meetings of Township Officials of Cook County (TOCC) and Township Officials of Illinois (ITAGAC).
29. Complete other assignments assigned by the Supervisor or Director of Finance and Administration.

Required Skills, Knowledge, and Abilities

- Proficient with the General Assistance program within the legal guidelines outlined in the Township General Assistance and Emergency Assistance Manuals.
- Read and understand the Township GA and EA Manuals, be up to date on changes in the State and Federal Welfare regulations, and revise the GA and EA Manuals accordingly.
- Oversee the Food Pantry and donations made to it. Administer food pantry operations.
- Develop, coordinate, and oversee the Township Adopt-A-Family holiday program. Grow a network with area businesses, schools, and community organizations for purposes of obtaining volunteers and donations.
- Excellent oral and written communication skills
- Improve and maintain professional skills by attending educational workshops and seminars and reading materials related to all job responsibilities in the department.
- Demonstrate leadership abilities, including initiative and the ability to work independently, the ability to work effectively in emergencies, strong time management, organizational skills, and attention to detail.

Education, Experience and Computer Skills

- Bachelor's degree in a social service-related field, Master's degree preferred
- Five years' experience or more in GA or administering public assistance benefits
- Equivalent combination of education and experience
- Four years of Supervisory Experience
- Proficient in Microsoft Office suite. Experience in VisualGA.net preferred
- Genuine willingness and desire to assist the low-income community
- Compassionate and able to build a good rapport with clients rapidly
- Good problem-solving skills, including flexibility in acting in unexpected situations
- Experience soliciting, coordinating and supervising volunteer activity

Special Requirements

Willingness to work evenings and/or Weekends as needed.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with reasonable accommodations.

- Must be able to sit, walk, stand, use fingers in a repetitive motion, twist, and turn for long periods.
- The position may require some light lifting, pulling, pushing, and carrying of up to 25 pounds.
- Requires the operation of a motor vehicle.

Environmental Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with reasonable accommodations.

- This position is primarily executed indoors. However, it may require contact with outdoor weather during participation in a special event activity.
- Contact with low noise levels is common in an indoor working environment. Moderate noise levels may be experienced during certain activities.

Benefits

This position offers a full-time salary at 32.5 hours per week. This position offers a comprehensive benefits package, including paid time off, major medical, dental, vision, life insurance, and IMRF retirement benefits.

Hours: 9:00 am – 4:30 pm, Monday through Friday, in-office. In addition to special Township events, evenings, or weekend hours.

To Apply:

Submit a cover letter and resume to rstapleton@wheelingtowship.com by August 15, 2025.