

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title** : Income Maintenance Caseworker I  
**Department:** Social Services  
**Revised** : November 2016

**Class** : Paraprofessional  
**FLSA** : Non-exempt

*This job description supersedes any prior description for the Income Maintenance Caseworker I classification.*

**GENERAL DESCRIPTION**

Paraprofessional work involving lower level determination or redetermination of the eligibility of applicants or recipients requesting financial, medical, food assistance, or shelter through the Department of Social Services. Work is circumscribed by a variety of federal, state and county court decisions, laws, policies, regulations and procedures. Work is performed under the general supervision of an Income Maintenance Supervisor. Work is reviewed through a random evaluation of processed cases, through observation, and periodic conferences.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Interviews individuals seeking assistance under the provisions of the Public Assistance, Medical Assistance, Food and Nutrition, and Emergency County Assistance programs.

Gathers data concerning family, health and financial standing; reviews family sources of income and other financial resources and computes family budget.

Reviews declaration forms or other application forms and verifies this information through visits to and/or telephone calls and correspondence with local government representatives, business representatives, attorneys, physicians, dentists, neighbors and so forth.

Maintains a small case load of FNS (Food and Nutrition Services) cases and reviews all cases periodically to determine a family's or individual's continuing eligibility to receive assistance; revises budgets as changes occur in the household or in income.

Manages the case management Change Center which ensures reported changes during in-office visits are entered into the NC FAST computer system.

Conducts face to face interviews for FNS (Food and Nutrition Services) re-applications and scans information into Compass computer software and then assigns to workers as "in progress" in the NC FAST computer system.

Regularly looks up information in the case management system NCFast, edits and adds information in NCFast, and uploads documents to NCFast as appropriate for all economic services programs.

Serves the public coming into the Social Services agency via face to face interviews and encounters on a day to day basis requiring regular attendance.

Manages Carolina Access providers.

Handles requests for replacement EBT (Electronic Benefit Transfer) and Medicaid cards.

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Maintains a variety of records; prepares a variety of reports.

### **OTHER JOB FUNCTIONS**

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Considerable knowledge of the program area(s) of assignment and of the federal, state and county rules and regulations governing eligibility for assistance under various programs.

Considerable knowledge of the reference sources to utilize for verification of information received from applicants and clients.

Ability to comprehend fairly complex program eligibility criteria contained in rules, regulations and procedures relating to work, to comprehend a variety of fairly complex forms, and to apply the comprehension to specifications.

Skill in mathematical reasoning and computation.

Ability to communicate effectively, orally and in writing with persons of varied social, economic, cultural and educational backgrounds.

Ability to establish and maintain effective working relationships with clients, other agency representatives, reference persons and fellow employees.

Ability to perform caseworker functions within structured time frames, to prioritize work, and to maintain a large caseload of clients on public assistance.

Dependability of regular attendance in order to serve public.

### **PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work includes extended periods of time viewing a computer video monitor and operating a keyboard. Work may include operation of a motor vehicle. Employee is not substantially exposed to adverse conditions or hazardous materials.

### **EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

### **MINIMUM EXPERIENCE AND TRAINING**

Bachelor's Degree from an accredited college or university; an Associate's Degree from an accredited college in Human Services, Business Administration, Paralegal Technology, or related curriculum and one year of paraprofessional, clerical, or public contact experience which included negotiating, interviewing, explaining information, gathering and compiling data, analysis of data and/or performance of mathematical or legal tasks; or graduation from high school and three years of paraprofessional, clerical or public contact experience which included negotiating, interviewing, explaining information, gathering and compiling of data, analysis of data **Job**

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and/or the performance of mathematical or legal tasks.

**This job description does not create an employment contract, implied or otherwise.**