

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Income Maintenance Caseworker II
Department: Social Services
Revised : June 2022

Class : Paraprofessional
FLSA : Non-exempt

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

GENERAL DESCRIPTION

Paraprofessional work involving the 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 case load 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.

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.

May perform the work of an Income Maintenance Supervisor in their absence.

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.

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

Ability to read, comprehend and evaluate documents from a multitude of sources including complex program eligibility criteria and forms based on Federal, State and County regulations.

Ability to key information accurately into State eligibility system (NC FAST) according to program guidelines as well as use of other software programs and search engines. Requires ability to use Microsoft Office, document management software and case management software.

Skill in mathematical reasoning and computation.

Ability to communicate effectively, orally and in writing with persons of varied social, economic, cultural and educational backgrounds. Including the ability to interview, listen and reason effectively. Explain regulations and procedures.

Ability to establish and maintain effective working relationships with clients, other agency representatives, reference persons and fellow employees. Strong interpersonal skills and create and maintain a positive attitude.

Ability to perform caseworker functions according to policy and within structured time frames, to prioritize work. Must be detailed oriented, organized, flexible with changes in assignments, use sound judgement, manage multiple competing tasks and ~~to~~ have the ability to maintain a large caseload of clients on public assistance.

General knowledge of all agency and community programs and services.

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 may be exposed to 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 in Human Services, Business Administration, Paralegal Technology, or other relevant area; an Associate's Degree from an accredited college in Human Services, Business Administration, Paralegal Technology, or related curriculum and two years 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 four years of paraprofessional, clerical or public contact experience which included negotiating, interviewing, explaining information, gathering and compiling of data, analysis of data and/or the performance of mathematical or legal tasks.

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