

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Income Maintenance Caseworker III
Department: Social Services
Revised : March 2015

Class : Paraprofessional
FLSA : Non-exempt

This job description supersedes any prior description for the Income Maintenance Caseworker III 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. A minimum of twenty-five percent of work is performed in a lead worker capacity or employees are involved in the initial determination/processing and/or recertification of applicants for Medicaid Long Term Care at least fifty percent of the time. This worker may perform these functions independently in a hospital or medical setting. Work is performed under the general supervision of an Income Maintenance Supervisor. Supervision may be given to lower level Income Maintenance Caseworkers. Work is reviewed by an Income Maintenance Supervisor 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.)

Conducts second party reviews on case actions; verifies correctness and accuracy in policy interpretation, mathematical calculations, documentation, certifications, and completeness of forms; provides daily technical assistance regarding eligibility procedures and policies to the Income Maintenance Caseworker II's.

Interviews individuals seeking assistance under the provisions of the Public Assistance, Medical Assistance, Food Assistance, Emergency County Assistance, and Adult Medicaid Long Term Care Programs; gathers data concerning family, health and financial standing; reviews family sources of income and other financial resources and computes family budgets. Enters applications, dispositions, deductibles met, and other changes into computer.

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.

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

Acts as a hearing officer in resolving client appeals of action taken by Income Maintenance Workers and must be proficient in the analysis of program wide problem areas which include recommendations for corrective action.

Trains new or transitional employees; counsels lower level staff on policies and regulations of the Income Maintenance Programs.

Performs the work of an Income Maintenance Supervisor in their absence; supervises one or more program eligibility activities.

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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

Thorough 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.

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

Considerable knowledge of all agency and community programs and services which could affect the client/applicant.

General knowledge of all Income Maintenance programs.

Ability to comprehend fairly complex information contained in rules, regulations and procedures relating to work and 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 provide supervision to one or more subordinates.

Ability to work independently and prioritize work.

Ability to instruct and evaluate the work of lower level employees.

Ability to train employees in new and existing rules, regulations, policies and procedures.

Ability to understand the needs and problems of clients/applicants.

Ability to perform caseworker functions within structured time frames.

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 10 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

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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 and two years of experience as an Income Maintenance Caseworker; or an Associate's Degree from an accredited college in Human Services, Business Administration, Paralegal Technology, or related area and three years experience as an Income Maintenance Caseworker; or an equivalent combination of education and experience. A valid driver's license may be required dependent upon the specific job responsibilities of the position.

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