

INCOME MAINTENANCE CASEWORKER I

General Definition of Work:

Performs basic to intermediate paraprofessional work involving the determination or redetermination of the eligibility of applicants or recipients requesting financial, medical, or food assistance 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 reviewed through case review, observation, and periodic conferences. Work is performed under regular supervision.

FLSA: non-exempt

Essential Functions:

- **Interviewing, gathering information, taking and processing applications, reapplications, applications for re-certification and process changes for Food and Nutrition, Medicaid, and Work First Family Assistance (WFFA) and Energy programs.**
- **Computing initial budgets and revising budgets as changes occur in the household or in income.**
- **Entering and maintaining case data in the appropriate county and state systems.**
- Gathering information at the front desk to route clients and scans documents.
- **Processing and scanning incoming agency mail.**
- **Answering agency switchboard and routing calls.**
- **Answering incoming calls to call center.**
- **Maintaining records, files, and confidentiality.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Typical Tasks:

- Processes mail-in applications received for income maintenance programs.
- Receives incoming calls for all income maintenance programs regarding new or established cases.
- Gathers information from client regarding change-in-situation actions reported by phone for active cases, requests required information, determines continued eligibility, and enters data into appropriate systems.
- Forwards more complex change-in-situation actions with required information to Income Maintenance Caseworker II for determination and processing.
- Gathers and reviews household income, financial resources, and residency data; computes budget.
- Reviews declaration forms and other application forms; verifies this information through telephone calls and correspondence with local government representatives, employers, attorneys, neighbors and other similar contacts.
- Explains program requirements and options and advise or refer client to other programs or services as appropriate.
- Informs client of rights and obligations as prescribed by program policies.
- Responds to inquiries from clients and citizens regarding benefits, application process, and/or program eligibility; provides information and assistance.
- Compute and authorize amounts of assistance for programs.
- Operates computer terminal entering and retrieving data from the appropriate state and county systems.
- Documents electronic case record.
- Produces monthly financial reports; searches documents for posting errors.
- Operates computer, scanner, calculator and other standard office equipment incident to maintaining records.
- Provide social workers with pertinent information gathered during applicant interviews and the process of case maintenance.
- Assists with compiling intake and review packets and on-line verifications.
- Participates in ongoing training as required.
- Participates in teams, task forces, committees, job fairs, off-site applications and outreach activities as assigned.
- Performs related tasks as required to potentially include but not limited to emergency shelter operations.

Knowledge, Skills and Abilities:

General knowledge of the program/areas of assignment. Knowledge of and ability to read, analyze, interpret and apply federal, state, and County program rules, regulations and procedures. General knowledge of agency and community

programs and services. Working knowledge of standard office procedures, practices and equipment . Skill to use a variety of office machines, computers, applicable software and typing. Ability to understand and follow oral and written directions; to establish and follow detailed work procedures; to perform caseworker functions within structured time frames; to prioritize work; to perform mathematical reasoning and computations with speed and accuracy; to prepare and maintain accurate records and reports; to communicate effectively orally and in writing with persons of varied social, economic, cultural and educational backgrounds; to maintain composure, keeping emotions in check, even in difficult situations; to attend work regularly; and to establish and maintain effective working relationships with associates and the general public.

Education and Experience:

Requires graduation from an appropriately accredited college with an associate's degree from an appropriately accredited college in business administration, accounting, human services, social sciences, secretarial science or a related field; or graduation from high school and three years of paraprofessional, administrative support, or other public contact work that involves negotiating, interviewing, explaining information, gathering and compiling data, and/or analysis of data and/or the performance of mathematical or legal tasks; or graduation from high school and two years of paraprofessional, administrative support, or other public contact work that involves negotiating, interviewing, explaining information, gathering and compiling data, and/or analysis of data and/or the performance of mathematical or legal tasks with at least one year of such experience being in an income maintenance program (WFFA, Food and Nutrition, or Medicaid). An equivalent combination of education and experience may be considered.

Administering the Class - Course work at a university, college, business or technical school may be substituted for the required work experience on a year for year basis for this class, but not for the income maintenance program work experience. No credit is given for coursework of less than ten (10) semester hours.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires stooping, reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to contact with irate clients; the worker is not subject to adverse environmental conditions.

Special Requirements:

Position may occasionally require working before/after normal business hours to meet the needs of families/clients. Must perform one or two functions (interview, determination, and review) for one or two income maintenance programs (Food and Nutrition, WFFA, Family and Children's Medicaid, Adult Medicaid).

HR revised 2-19-2014