

## INCOME MAINTENANCE CASEWORKER II

### **General Definition of Work:**

Performs 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.

### **Essential Functions/Typical Tasks:**

**Interviewing, taking applications, gathering information, assessing situations, determining eligibility, and processing applications, changes, and recertifications 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; maintaining a caseload or participating in maintaining the case bank and reviewing all cases at designated review periods to determine a family's or individual's continuing eligibility; 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.)*

- 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.
- 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:**

Considerable 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 high school and one year income maintenance caseworker experience in the past five (5) years. An equivalent combination of education and experience may be considered.

**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 three functions (interview, determination, and review) for at least one income maintenance program (Food and Nutrition, WFFA, Family and Children's Medicaid, Adult Medicaid); or one function for three or more income maintenance programs; or initial determination/processing and/or recertification for the Medicaid-Long Term Care Program less than 50% of the time; or perform all Carolina Access program functions.

HR 8-24-2012