

INCOME MAINTENANCE CASEWORKER III

General Definition of Work:

Performs difficult 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. Daily guidance and direction concerning program policies and regulations may be provided to income maintenance staff. Work is performed under regular supervision.

Essential Functions/Typical Tasks:

Employees in this class must serve in at least one of the following roles:

- (1) Serving as lead worker for I/II income maintenance caseworkers at least 25% of the time. Reviewing case actions completed by other income maintenance caseworkers; verifying correctness and accuracy in policy interpretation, mathematical calculations, documentation, certifications, and forms; providing daily technical assistance regarding program policies and procedures; trains new or transitional caseworkers; may resolve client appeals of actions taken by income maintenance caseworkers; and analysis of program-wide problem areas which include recommendations for corrective action.**
- (2) Performing initial determination/processing and/or recertification in the long-term care programs at least 50% of the time.**
- (3) Functioning with a great deal of independence at a physical location away from the agency (hospital or medical setting) with the responsibility for performing a variety of complex tasks and functions in the Medicaid programs including performing two or more functions in the long-term care program; resolving complex problems/cases where the consequence of actions may have a considerable effect on the client and the medical institution; and review of work is minimal.**

Work may also include performing the same eligibility determination functions as the Income Maintenance Caseworker I and/or II:

Interviewing, gathering information, assessing situations, 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. Conducting interviews, determining eligibility, and processing applications, changes, and reviews for Public Assistance, Medical Assistance, and/or Food and Nutrition program cases; 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:

Thorough knowledge of the programs, areas, and functions of assignment. Considerable knowledge of and ability to read, analyze, interpret and apply federal, state, and County program rules, regulations and procedures. Considerable 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 advise and counsel lower level staff on policies and regulations of the income maintenance programs; to work effectively in any line staff position assigned, which includes all income maintenance programs and functions; 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 two years income maintenance caseworker experience. Equivalent education 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. May require possession of an appropriate driver's license valid in the state of NC.

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