

POSITION: Income Maintenance Caseworker II
within Food and Nutrition
DEPARTMENT: Department of Social Services
Grade: IMC I 22 | IMC II 24
Starting Salary: IMC I \$32,318.00 IMC II \$35,629.88
Position Number: 530076
Posted: November 18, 2024
Closing Date: December 6, 2024



GENERAL DEFINITION OF WORK

The Income Maintenance Caseworker II position in the Food and Nutrition Unit does initial intake and processes the applicant's eligibility for Food and Nutrition Services and Energy Assistance programs. Employee will maintain an ongoing active caseload and be responsible for reviews. Employee must monitor continued compliance with program requirements, respond to client's request for assistance regarding their eligibility during the time the case is open and close the case when the client is no longer eligible. A thorough knowledge of available programs within the agency and other services within the community is required and support must be given to motivate the client to self-sufficiency. The IMC II is required to perform duties as outlined in the Macon County Department of Social Services Shelter Management Manual and any other duties assigned by the supervisor, director or director's designee.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions

ESSENTIAL FUNCTIONS

Negotiating, interviewing, explaining information, gathering and compiling of data, analysis of data and/or performance in mathematical or legal tasks. Exemplified computer proficiency is a must to this IMC II role.

KNOWLEDGE, SKILLS AND ABILITIES

IMC I: Good mathematical reasoning and computational skills. Ability to communicate with clients, applicants, and the public to obtain data, and to explain and interpret rules, policies, and procedures. Ability to understand the needs and problems of clients/applicants. Ability to learn the program area of assignment and all agency programs and services which could affect the client/applicant.

IMC II: Considerable knowledge of the program/areas of assignment. General knowledge of all agency and community programs and services which could affect the client/applicant. Good mathematical reasoning and computational skills. Ability to read, analyze, and interpret rules, regulations and procedures. Ability to communicate with clients/applicants, the public at large, and public officials to obtain data, and to explain and interpret rules, regulations, and procedures. Ability to instruct and to evaluate the work of lower level employees. Ability to perform caseworker functions within structured time frames.

EDUCATION AND EXPERIENCE

IMC I : Graduation from an accredited associate degree program in Human Services Technology, Social Services Associate, Paralegal Technology, Business Administration, Secretarial Science, or a closely related curriculum; or graduation from high school and two years of paraprofessional, clerical, or other public contact experience which included negotiating, interviewing, explaining information, gathering and compiling of data, analysis of data and/or performance of mathematical or legal tasks with at least one year of such experience being in an income maintenance program; or graduation from high school and three years of paraprofessional, clerical or other public contact experience which included negotiating, interviewing, explaining information, the gathering and compiling of data, the analysis of data and/or the performance of mathematical or legal tasks; or an equivalent combination of training and experience.

IMC II : One year of experience as an Income Maintenance Caseworker; or an equivalent combination of training and experience.

SPECIAL REQUIREMENTS

- A valid driver's license

HOW TO APPLY:

A State application (PD-107) is required and may be obtained at and submitted to the NC Works Career Center 23 Macon Avenue Franklin, N.C.

Mail to:

5 West Main Street Franklin, NC 28734

and must be submitted on or before the closing date. Please include 3 references with contact information and a valid email address for all correspondence from the employer to the applicant. Resumes will not be considered.

AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER
All prospective employees are subject to a criminal background check