

**POSITION:** Department of Social Services  
**DEPARTMENT:** Income Maintenance Caseworker I  
**Position Number:** 5300105  
**Grade:** 22  
**Starting Salary:** \$31,684.12  
**Posted:** February 7, 2024  
**Closing Date:** February 22, 2024



### **GENERAL DEFINITION OF WORK**

This position is an Income Maintenance Caseworker I in Economic Services and conducts the initial intake interviews, recertification interviews, reports of changes and data input with NC FAST. Knowledge of available programs within the agency and other services within the community is required. Support must be given to motivate the client to self-sufficiency.

### **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**

The IMC I in this position conducts the initial intake interviews. The IMC I in this position has the ability to fully and accurately implement federal and state mandated regulations to insure the recipient receives all benefits to which he is entitled while concentrating on all procedural requirements in an effort to reduce county errors and prevent the cost of errors from being charged back to the county or the customer.

#### **1. INTAKE**

The IMC I in this position conducts initial interviews, recertification interviews, reports of changes, assesses need, explains all applicable programs, explains in depth all requirements, rights and responsibilities of both client and agency, makes proper referrals, and responds to any unusual emotional or physical state of the client in an atmosphere of mutual respect and trust. The employee must be able to adapt to change and be able to continue daily work as complex and new regulations are implemented. The employee then sends all information to the appropriate economic services unit to be processed.

#### **2. OTHER**

The IMC I is required to perform duties as outlined in the Macon County Department of Social Services Shelter Management Manual if required and any other duties assigned by the supervisor, director or director's designee.

### **KNOWLEDGE, SKILLS AND ABILITIES**

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

### **EDUCATION AND EXPERIENCE**

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

### **SPECIAL REQUIREMENTS**

- A valid driver's license

### **AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER**

**All prospective employees are subject to a criminal background check**