

*Avery County Department of Social Services
Newland, North Carolina
Employment Opportunity*

Position Title and No.: Income Maintenance Caseworker III

Salary Range: IMC III 32,954

Posting Date: 05/17/2021

Closing Date: Open Until Filled

To Apply: Submit a completed PD-107 (state application) to Barbara Jones, Avery County DSS, 175 Linville St. Newland, NC 28657. Unsigned or incomplete applications will not be processed. Resumes will not be accepted in the absence of an application. Applications may be obtained at <http://www.oshr.nc.gov/jobs/general.htm>

PREFERENCE: Bilingual applicants are preferred

Description of Job Duties: This caseworker is assigned to the Food and Nutrition Unit within the Economic Services Section. This position is responsible for taking applications, determining eligibility and maintaining cases for Food Stamps. This includes interviewing the customer, verifying information, determining eligibility, maintaining the record, and making changes to the record. The employee must determine how the changes impact the eligibility of the case. The position acts as Lead Worker, assisting the Supervisor with Quality Assurance and assisting staff in the Supervisor's absence.

Other duties may be assigned to the worker when deemed necessary by the Supervisor.

This worker must be human services oriented and possess the ability to interact well with the Supervisor, Co-workers, and Customers and be able to work in a team environment. This worker must utilize the online NC FAST Program, Manuals, and DSS Administrative Letters as appropriate. This employee is expected to make the final decision in determining eligibility by applying written policy, but be able to recognize situations that should be referred to the Supervisor for clarification. **Experience with NCFast is required. Ability to speak Spanish is a plus.**

Educational/Experience Requirements:

IMC III

- Two years of experience as an Income Maintenance Caseworker

Knowledge, Skills and Abilities Required: Considerable knowledge of the programs/areas assigned; 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. Strong computer skills (data entry, on-line manuals, etc.) and interviewing skills are essential in this position. Must be able to effectively communicate with customers and the general public (both verbally and in writing) to obtain data, and to explain rules, regulations, and procedures. Must possess a valid NC Driver's license.

An Equal Opportunity Employer