

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

Position Title and No.: Income Maintenance Caseworker II
Will Consider IMC I Work Against Applicants

Salary Range: IMC II - \$32,305 IMC I - \$30,450

Posting Date: 07/16/21

Closing Date: Open until 07/29/21

To Apply: Submit a completed PD-107 (state application) to 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>

Description of Job Duties: This position is responsible for processing applications and recertification's, determining eligibility and maintaining cases in the Food and Nutrition Services program. This includes interviewing the customer, verifying information, determining eligibility, maintaining the record, and applying changes to the record. The employee must determine how the changes impact the eligibility of the case. 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.

Educational/Experience Requirements:

IMC II

- One year of experience as an Income Maintenance Caseworker

IMC I work against IMC II for 1 year

- Graduation from a four-year college or university; or
- Graduation from an accredited associate degree program a) Human Services Technology b) Social Services Associate c) Paralegal Technology d) Business Administration e) Secretarial Science f) 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 the 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, gathering and compiling of data, analysis of data and/or the performance of mathematical or legal tasks; or

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.

PREFERENCE: Bilingual applicants are preferred

An Equal Opportunity Employer