**Department**: Department of Social Services

**Position**: IMCW II Universal Worker (FNS/DayCare/Energy Programs)

**Salary Range**: $29,282.79 - $41,375.82 Grade: 64

**Starting Salary for Fully Qualified:** $30,014.86

**Posting Dates**: December 16, 2019 – January 1, 2020

**Description of Work**: The Universal Income Maintenance Caseworker II primary responsibility is to correctly determine an applicant's eligibility for Food and Nutrition Services, Crisis Intervention Program, Low Income Energy Assistance Program, Emergency Assistance, Temporary Assistance to Needy Families, Childcare, Work First, Adult Medicaid, Family and Children's Medicaid and/or Medicaid Transportation. This worker may also assist or serve as backup to the Program Integrity Investigator. The Universal IMC II monitors continual compliance with all program requirements, responds to the clients’ requests and needs for assistance, provides input to the supervisor on programmatic issues, and closes the case when a client is no longer eligible for services. The Universal IMC II is also responsible for determining when a referral to Program Integrity is necessary. Precision and accuracy in computation of benefits must be exact in order to administer the programs and provide benefits to those who need them, without adverse actions such as errors, overpayments, and collection activities. This position must have the ability to understand and educate others of the budgeting procedures for all assistance programs. This position requires careful visual attention to minute details, excellent mental concentration, and extensive manipulative skills. The Universal IMCW II must have good interviewing skills and ability to communicate effectively and develop a satisfactory relationship with people of all socioeconomic backgrounds, while at the same time multi-tasking (i.e. comprehending, interpreting, and applying complex rules and regulations, and practical judgment. Visual attention to accuracy and detail of work, as well as analyzing and correctly entering computations for calculation of income and deductions and budget preparation is essential. This position must be efficient and have excellent organizational skills in order to maintain a current and ever-changing/increasing caseload. The position must have excellent computer skills and have ability to read and interpret policy, job aides, and change notices for competency in NCFAST.

**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.

 **One year of experience as an Income Maintenance Caseworker is required for level II all others will be hired at level I with a corresponding salary grade.**

**Application Process**: Application must be submitted before the closing date to Alexander County Human Resources, 621 Liledoun Road, Taylorsville, NC 28681. Applications can be obtained from Human Resources or downloaded from the County’s website. You may also submit your application online by clicking the “Online Application” link. Only qualified applicants will be referred for an interview.