



HENDERSON COUNTY HUMAN RESOURCES DEPARTMENT

112 FIRST AVENUE WEST
HENDERSONVILLE, NC 28792

Memo

To: All Interested Candidates
From: Bridget Anders, Human Resources Technician
Date: January 10, 2020
RE: Job Posting – Two (2) Full-time Income Maintenance Caseworker II
Department Social Services

Duties and Responsibilities: Apply program and system knowledge to the functions of the program in an accurate and timely manner; perform financial verifications and utilize in depth program abilities in order to do so accurately; communicate very complex program guidelines to representatives of potential and current recipients in an informative but investigative manner; regularly communicate with financial institutions and collateral resources which requires an ability to understand the program point needing to be verified and what suffices as verification; acquire expertise in program of responsibility and NCFASST systems; will interview/communicate with clients/representatives by phone, internet, mail and fax and in person to secure information required to correctly determine eligibility.

Qualifications: 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; must have the ability to calculate financial representations and document them in such a way as to support the eligibility decision; ability to read, analyze, and interpret rules, regulations, and procedures; ability to organize both thought and purpose; ability to operate efficiently in complex computer data bases; 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. Requires interviewing and communication skills as well as a complete understanding and demonstrated ability in NCFASST and the Federal Marketplace. Reasoning skills are required for correct assessment of client situations. Must have strong organizational skills that are reflected not only in appearance of work materials but also reflected in the position's task management. Requires extensive experience in Windows environment. One year of experience as Income Maintenance Caseworker is necessary to fully qualify as an IMC II. *If a fully qualified IMC II is not available, we will consider hiring an IMC I with a work-against for one year.*

Pre-employment drug test and background checks required of finalist applicants.

Applications must be obtained, fully completed, and submitted to Henderson County HRD, 112 First Avenue West, Hendersonville, NC 28792, www.hendersoncountync.gov/jobs. Refer to the Additional Applicant Information section for more detailed instructions. Applications may also be obtained at the Henderson County NCWorks Career Center, Blue Ridge Community College, 180 West Campus Drive, Flat Rock, NC 28731

The deadline for application is: **5:00 pm on January 24, 2020**

Starting rate: IMC I - Grade 66A - \$15.27 per hour
IMC II - Grade 68A - \$16.52 per hour

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www.hendersoncountync.org/hrd
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