



2 POSITION VACANCY

Income Maintenance Caseworker I

Position #: 537020 and 538001

OPENING DATE: 05/04/2022
CLOSING DATE: 05/13/2022

PAY GRADE: 61
SALARY: \$29,959 - \$42,332 + Benefits

JOB DESCRIPTION: This is a full time probationary/permanent position. The employee in this position is responsible for interviewing and processing applications in the Income Maintenance Section. Work at this level includes the comprehensive process of interviewing clients, obtaining the required information for designated programs, completing initial applications, verifying the information obtained for accuracy, determining eligibility; or completing scheduled program reviews. Employees will explain program(s) requirements and options and advise or refer clients to other program services as appropriate. Applicant must have computer maneuverability and good communication skills.

KNOWLEDGE, SKILLS, ABILITIES: Applicants should have the ability to read, comprehend, interpret and apply often vague and changing policies and guidelines in determining program eligibility. Applicants should be able to communicate, tactfully and courteously, with people of varied social, economic, and educational backgrounds to obtain pertinent data and verify information in determining eligibility. Applicants must have good math skills and be able to use a calculator to compute budgets in order to correctly determine eligibility. Applicants must be able to learn the intricacies of numerous forms and procedures used to correctly determine eligibility, and be skilled in the use of computers in accessing and updating information. Applicant must be able to present information orally and in written report form. Applicants must be able to express ideals clearly and concisely to plan and execute work. The applicant must be able to use office machines and equipment as necessary.

MINIMUM QUALIFICATION: 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 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.

PREFERRED EXPERIENCE: NC FAST Experience

APPLICATION PROCESS: Submit state application (PD-107) required for employment no later than **Friday, May 13, 2022 5:00 p.m.** to: Division of Workforce Solutions - Hoke County (910) 683-3060
304 Birch Street, Raeford, NC 28376
Or your local county Division of Workforce Solutions

- All applications must be received by Hoke County Division of Workforce Solutions on or before the closing date by 5pm.
- Applications emailed, faxed, dropped off or mailed directly to Hoke DSS Office will not be accepted. Please submit applications to Division of Workforces Solutions.
- All work experience must be included in the work history section of the application with duties and responsibilities listed.
- Resumes are not accepted in lieu of the state application. All job information listed on resume should also be listed on the work history section of the application for work experience consideration.

SELECTION PROCESS: Structured interview for candidates meeting criteria identified as essential for vacancy, evaluation of previous work experience and education, criminal history check, and references. **The selected applicant must provide a driver's license record check at their own expense and a raised seal transcript, if applicable.**

CONTACT INFORMATION: Questions can be directed to Tera Campbell at (910) 878-1943.