**Income Maintenance Caseworker II**

**Department:** Social Services

**Salary Grade:** 63 **Salary Range**: $34,142 – 54,627

**Hours:** 8:30am – 5:00pm

**Deadline**: Open Until Filled

Granville County Department of Social Services is seeking applications from qualified individuals for the position of Income Maintenance Caseworker II (IMCII). The Income Maintenance Caseworker II position is responsible for establishing eligibility for Food and Nutrition, Medicaid, Work First, Transportation, Crisis and Energy programs, and other public assistance programs. The person in this position may be responsible for taking applications, recertification, and completing changes in circumstances for Food Nutrition, Medicaid, Work First, and/or other public assistance programs. This includes all duties associated with the classification including, but not limited to, interviewing clients, explain program requirements to clients, help clients to resolve problems, determine eligibility, calculate allotment amounts, process changes, verify information, and maintain all applicable reports, etc.  The person in this position must adhere to all time frames, proper completion of forms, etc. Duties also include preparing numerous reports for Food and Nutrition, Medicaid, Work First, Transportation, Crisis and Energy programs, and/or other public assistance programs, etc., Reconciling of transportation vouchers, posting claims in a receipt book, and administrative duties may also be responsibilities. Work is performed under the supervision of the Income Maintenance Supervisor and in accordance with State and Federal regulations for the proper administration of public assistance programs.

The IMC II professional must have good time management and organizational skills, meet deadlines for several types of actions including applications, reviews, and changes in circumstance, and able to work under pressure for time sensitive, urgent needs of customers.  Good customer service skills, understanding, and compassion are essential and must be demonstrated when communicating with customers and representatives.

**Knowledge, Skills, and Abilities** - Considerable 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. Ability to read, analyze, and interpret rules, regulations and procedures. 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.

**Minimum Training and Experience Requirements** - One year of experience as an Income Maintenance Caseworker; or an equivalent combination of training and experience.