



HENDERSON COUNTY HUMAN RESOURCES DEPARTMENT

112 FIRST AVENUE WEST
HENDERSONVILLE, NC 28792

Memo

To: All Interested Candidates
From: Karen Ensley, Human Resources Director
Date: August 14, 2023
RE: Job Posting – Full-time Income Maintenance Caseworker II - REVISED
Department of Social Services

Duties and Responsibilities: This position is responsible for taking applications, determining eligibility, and maintaining cases for Medicaid, Food and Nutritional Services, Temporary Assistance for Needy Families and Energy benefits. Responsibilities include interviewing clients, verifying information, determining eligibility, maintaining the record, making changes to the record, and determining the impact of the change all within our eligibility and enrollment systems. Must be able to use the online program manuals and communications and apply the policy correctly. This position is expected to make the final decision in determining eligibility by applying written policy.

Qualifications: Must be customer and detail oriented, possess decision making skills, mathematical reasoning, ability to multitask, meet deadlines, interact well with a diverse population, and be a team player. This employee must possess excellent reading comprehension, communication skills, this employee is expected to respond to disasters as needed in accordance with Henderson County DSS policy, in the event of a natural, man-made disaster or upon the declaration of a state of emergency.

Minimum Education and Experience Requirements: 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, gathering and compiling of data, analysis of data and/or performance of mathematical or legal tasks; or an equivalent combination of training and experience.

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

Applications must be obtained, fully completed, and submitted to Henderson County HRD by mail 112 First Avenue West, Hendersonville, NC 28792, by email (hrd@hendersoncountync.gov), or by fax (828) 698-6184. Please see our website, www.hendersoncountync.gov/hr and refer to the Additional Applicant Information section for more detailed instructions.

The deadline for application is: **5:00 pm on 8/28/2023.**

Starting range: IMC I - Grade 66A - \$18.26 - \$30.07 per hour
IMC II - Grade 68A - \$19.75 - \$32.53 per hour

Phone: (828) 697-4669 ♦ Fax: (828) 698-6184
hrd@hendersoncountync.gov
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