



HENDERSON COUNTY HUMAN RESOURCES DEPARTMENT

112 FIRST AVENUE WEST
HENDERSONVILLE, NC 28792

Memo

To: All Interested Candidates
From: Jan Prichard, Human Resources Director
Date: April 21, 2017
RE: **Job Posting – One (1) Full-time Income Maintenance Supervisor II**
Department of Social Services

Duties and Responsibilities: This position will provide supervision and management of an Economic Services unit. Responsible for insuring that unit meets or exceeds the quality and timeliness standards determined by Federal and State policy. Plans workflow and tasks for subordinate employees including Income Maintenance Caseworkers II and Income Maintenance Caseworker III. Determines individual and unit training needs, supervises training efforts, evaluates effectiveness of training, organizes and directs workflow. Performs personnel evaluations and prepares monthly unit progress reports utilizing state and local computer systems and software. Develops budgetary requests, yearly goals and objectives and makes recommendations to the IM Administrator for items to be included in the Section budget. Interviews and recommends new hires to the IM Administrator. Informs and recommends needed disciplinary actions to the IM Administrator. Responsible for insuring that unit staff complies with program, agency, County, State, OSHA, ADA and Civil Rights policies, procedures, laws and directives.

Qualifications: Must possess detailed knowledge of the regulations and policies set forth in the following North Carolina manuals: Work First, Work First Appendices, Family and Children's Manual, Food Stamp Manual, Energy Manual, Adult Medicaid and Special Assistance Manuals. Must also have superior skills in NCFAST system; knowledge of all services offered by the Department of Social Services and other service agencies in the local community. Good oral and written communication skills are necessary. Requires basic reasoning skills, judgmental skills and strong interpersonal skills. Must have ability to elicit information, explain programs and develop rapport with staff and administration; to work independently with supervision.

Three years of experience as a caseworker or investigator in an income maintenance program, preferably with one year of supervisory experience; or an equivalent combination of training and experience. Two years of eligibility experience in a public welfare department, and two years of experience in management, supervision and independent decision making.

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

Applications must be obtained and submitted to Henderson County HRD, 112 First Avenue West, Hendersonville, NC 28792, www.hendersoncountync.org/hrd. Applications may also be obtained at the Employment Security Commission, 26 Francis Rd, Hendersonville, NC 28792

The deadline for application is: **May 5, 2017**

Starting rate: \$18.48

Phone: (828) 697-4669 ♦ Fax: (828) 698-6184
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www.hendersoncountync.org/hrd
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