



HENDERSON COUNTY HUMAN RESOURCES DEPARTMENT

112 FIRST AVENUE WEST
HENDERSONVILLE, NC 28792

Memo

To: All Interested DSS Staff
From: Jan Prichard, Human Resources Director
Date: **October 5, 2017**
RE: Job Posting - **One (1) Full Time Income Maintenance Caseworker III**
Department of Social Services

Duties and Responsibilities: This position will be responsible for varied higher level program tasks, which include but are not limited to: program integrity functions, reporting, assisting supervisors with the implementation and development of training to lower level income maintenance caseworkers, second party review of cases, higher level tasks in NCFAST, establishment and monitoring of Help Tickets. This position will determine initial eligibility, re-determine eligibility regularly and make changes as required to complicated cases, responsible for all tasks and requirements of NCFAST system. This position in the performance of its duties will interview/communicate with clients by phone, internet, mail and fax and in person to secure information required to correctly determine eligibility.

Qualifications: Thorough knowledge of the program/areas of assignment. Considerable 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 of varying complexity. Ability to instruct and evaluate the work of lower level employees, to train employees in new and existing rules, regulations, policies and procedures; ability to understand the needs and problems of clients/applicants; to perform caseworker functions under and within structured time frames. Requires advanced interviewing and communication skills as well as a complete understanding and demonstrated ability in NCFAST and the Federal Marketplace; reasoning skills for correct assessment of client situations and program integrity functions; must have strong organizational skills that are reflected in appearance of work materials but also reflected in the position's task management. Requires extensive experience in Windows environment.

Two years of experience as an Income Maintenance Caseworker; or an equivalent combination of training and experience.

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 Henderson County NCWorks Career Center, located at Blue Ridge Community College, 180 West Campus Dr., Flat Rock, NC 28731.

The deadline for application is: **October 19, 2017**

Starting rate: \$17.36
Grade: 70A

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