



HENDERSON COUNTY HUMAN RESOURCES DEPARTMENT

112 FIRST AVENUE WEST
HENDERSONVILLE, NC 28792

Memo

To: All Interested Candidates
From: Jan Prichard, Human Resources Director
Date: **January 12, 2018**
RE: Job Posting – Two (2) Full-time Income Maintenance Supervisor III
Department of Social Services

Duties and Responsibilities: This position is directly responsible for the administrative and technical supervision of lower level supervisors and indirectly responsible for the work of the caseworkers and child support agents in the lower level supervisor's respective unit. This position ensures lower level supervisors are balancing workloads within their respective units; monitors, assesses, and reports that County, State, and Federal standards are followed and lower level supervisors are providing training and tools required by staff in order for them to perform the unit work tasks; files daily, weekly, and monthly reports with the Program Administrator regarding the workload and how it has been distributed in order to meet timeliness standards; compiles data monthly reflecting the quality and production of the units; provides training to lower level supervisors; makes assessments of budgetary needs, such as equipment or staffing, and justifies them to the IM Program Administrator for possible inclusion into the overall DSS Budget; directly supervises the interviewing process of the lower level supervisors and makes hiring recommendations to the Program Administrator.

Qualifications: Must possess considerable knowledge of the program/areas of assignment; general knowledge of all agency and community programs and services; good mathematical reasoning and computational skills; ability to read, analyze, and interpret rules, regulations, and procedures; ability to communicate with clients/applicants, the public, 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 direct and perform caseworker functions 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. Advanced reasoning skills are required for correct assessment of client and personnel situations. Must have strong organizational skills that are reflected not only in appearance of work materials but also reflected in the position's task management.

Four years of experience in an Income Maintenance program including one year of supervisory experience; 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, Blue Ridge Community College, 180 West Campus Drive, Flat Rock, NC 28731

The deadline for application is: **January 26, 2018**

Starting rate: \$20.30
Grade: 74A

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www.hendersoncountync.org/hrd
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