

INCOME MAINTENANCE CASEWORKER II

GENERAL STATEMENT OF DUTIES

Employees in this classification take and process applications, maintain records and do periodic reviews. These cases are governed by the rules of the State of North Carolina and caseworkers are responsible for accuracy in administering the programs. There are time limits that must be met in approving and maintaining these cases. The caseworkers must be proficient in interviewing the clients and documentation of the records.

The worker must have knowledge of all of the different programs. They must be proficient in computers as most of the verifications, keying of records and communication between units is performed via computer.

Caseworkers are responsible for verification of employment, resources, household size, receipt of income, medical insurance, medical bills, and any other situations which may affect the client's eligibility. They are also responsible for informing the client of their rights and responsibilities as a recipient of the various programs, informing the worker of any change in their situation. The caseworker must be able to get the necessary information to complete a child support referral if the parent wants to apply for the Medicaid program. The caseworker is responsible for making any changes necessary in the case and completing the changes with accuracy and in a timely manner.

Caseworkers are also responsible for referring the clients to other departments within the agency and other agencies to insure that the client is aware of or receiving any assistance that may be available to them.

Caseworkers must be able to communicate with the clients, co-workers and anyone they may be in contact with pertaining to case information. This communication must be done in a professional, pleasant way.

RECRUITMENT STANDARDS

KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of computers, calculators, copy machines, telephones and other office equipment. Previous experience in working with the public. Outgoing personality and good communication skills.

MINIMUM EDUCATION AND EXPERIENCE

Must have high school diploma. Must complete one year as a Caseworker I to be qualified as a Caseworker II.