



RECRUITMENT ANNOUNCEMENT

CLASSIFICATION: Income Maintenance Caseworker I

UNIT: Support Services

SALARY RANGE: \$30,295 - \$38,626

GRADE: 61

WORK SCHEDULE: M-F, 8am - 5pm

RECRUITMENT: A completed application must be submitted on the Scotland County career page at <https://www.governmentjobs.com/careers/scotland>. Questions are encouraged and can be emailed to menglish@scotlandcounty.org, or call directly at 910-277-2526.

The Scotland County Department of Social Services works to improve the wellbeing and safety of citizens' lives. As a part of the DSS team you will work with others who value Respect, Teamwork, Dependability, Accountability, Innovation, and Excellence. The Department provides flexible work scheduling and a full benefits package including medical insurance, vacation, paid holidays, and membership in the North Carolina retirement system.

PRIMARY RESPONSIBILITIES:

- Provides clerical assistance to assigned income maintenance, social work, child support, or transportation programs including mail sorting and distribution, filing, reception, and data entry.
- Provides professional assistance to assigned income maintenance, social work, child support, or transportation programs including eligibility interviews, medical invoicing requests and review, and factsheet completion.
- Provides triage services to clients including answering program questions, providing program applications, replacement benefit cards, and issuing fishing licenses.
- Provides backup for the *Crisis Intervention Program*, *Low Income Energy Assistance Program*, *Medicaid Transportation*, and *SCATS Program* as needed.
- Performs other duties as assigned, which may include shelter duty.

IDEAL KNOWLEDGE, SKILLS, AND ABILITIES:

- General knowledge of policies, procedures, rules, state and federal law as related to governmental operations;
- Ability to read, analyze, and interpret rules, regulations and procedures;
- Ability to express ideas clearly and concisely;
- Ability to establish and maintain effective working relationships with employees, administrative officials, and the general public;
- Ability to understand and carry out oral and written instructions;
- Basic knowledge and/or ability to use office equipment, software systems, internet based programs;
- Ability to analyze, prioritize, plan, and execute work timely and accurately.

PREFERRED TRAINING AND EXPERIENCE:

- 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, the gathering and compiling of data, the analysis of data and/or the performance of mathematical or legal tasks;
- **OR**, an equivalent combination of training and experience;
- **And**, must attach a copy of your high school diploma or college degree to the online application.

SUPPLEMENTAL INFORMATION:

- Must possess and maintain a valid driver's license;
- Criminal Records check, drug screen, and references will be required for the successful candidate;
- All applications will be considered but not necessarily interviewed;
- Resume in lieu of a completed application is not acceptable;
- Diplomas and Degrees must be received from appropriately accredited institutions;
- We are an *Equal Opportunity Employer* and *E-Verify Participant*.