



# Madison County Department of Social Services

Connie M. Harris, MPA  
Director

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5707 U.S. Hwy 25/70, Unit D  
P.O. Box 219  
Marshall, NC 28753

## VACANCY ANNOUNCEMENT

**TITLE:** Income Maintenance Caseworker II  
Economic Services

**POSITION #:**

**GRADE:** 63

**SALARY RANGE:** \$29,022 - \$30,886

### DESCRIPTION OF WORK:

This Caseworker is assigned to a unit within the Economics Services Section. This position is responsible for administering State Child Care Subsidy funds and Smart Start subsidy funds. This position takes applications, determines eligibility, issues day care vouchers and action notices for changes impacting eligibility, provides information to parents regarding the types of child care arrangements available and maintains a waiting list. This position is also responsible for maintaining customer files, explaining the subsidy program to child care providers, monitoring payment policies for reimbursement, working the overpayment and underpayment lists, monitoring the allocation of state child care funding and Smart Start funding and expenditures to ensure the budget is maintained and the maximum use of funding is attained. The caseworker will perform other duties as assigned.

This position also works as a liaison with parents, the Work First Family Assistance Worker, Child Welfare Social Workers, foster parents and schools in finding adequate child care arrangements and services to meet the needs of children and families. Confers with these workers on attendance in child care, problems, and other issues which may arise.

The worker in this position must be human-services oriented and possess the ability to interact well with the Supervisor, Co-workers, and Customers and be able to work in a team environment. This worker must respond to disasters as needed in accordance with Madison County DSS policy, in the event of a natural or man-made disaster or upon the declaration of a state of emergency by the Madison County Emergency Management Office.

This worker must use the online program manuals and DSS Administrative Letters as appropriate. This employee is expected to make the final decision in determining eligibility by applying written policy, but be able to recognize situations that should be referred to the Supervisor for clarification.

### KNOWLEDGE, SKILLS AND ABILITIES

Good mathematical reasoning and the ability to maneuver complex computer systems. Ability to communicate with Customers and the public to obtain data, and to explain and interpret Income Maintenance rules, policies and procedures. Ability to understand the needs and problems of customers/applicants. Ability to learn the program area of assignment and all agency programs and services which could affect the customer/applicant. Ability to use the computer for data entry or word processing.

**MINIMUM TRAINING AND EXPERIENCE:** Graduation from an accredited associate degree program in Human Services Technology, Social Services Associate, Business Administration, or 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 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. A BA or BS qualifies an applicant for the IMC I, a prerequisite for IMC II.

**CONDITIONS OF EMPLOYMENT:** Each applicant who is tendered an offer for employment for any position with Madison County Department of Social Services shall be tested for the use of drugs specified in the Agency Policy. Refusal to submit to testing shall be basis for withdrawal of the conditional employment offer. Valid N. C. Driver's License and own transportation required. Criminal Background Check required.

**APPLICATION PROCESS:** Applicants will be given credit only for information provided in response to this announcement. No additional information will be solicited or considered by this office, therefore, persons who submit incomplete applications may not receive full credit for their education, training and experience. Applicants will not automatically be given credit based on their position title.

A NC State Application Form (PD 107) and a Certified College Transcript (if applicable), and a High School Transcript must be submitted to:

Connie M. Harris, MPA  
Director  
Madison County DSS  
5707 U.S. Hwy 25-70 Suite 1  
Marshall, N. C. 28753

or  
[charris@madisoncountync.gov](mailto:charris@madisoncountync.gov)

or  
828-649-3687 (Fax)

**AN EQUAL OPPORTUNITY EMPLOYER**

**CLOSING DATE: OPEN UNTIL FILLED**