



# Madison County Department of Social Services

Connie M. Harris, MPA  
Director

Telephone: 828-649-2711  
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5707 U.S. Hwy 25/70, Suite 1  
Marshall, NC 28753

## VACANCY ANNOUNCEMENT

**TITLE:** Income Maintenance Caseworker II  
Economic Services  
**GRADE:** 63  
**HIRE RATE:** \$26,022 - \$27,886

### DESCRIPTION OF WORK:

This Caseworker is assigned to a unit within the Economics Services Section. This position is responsible for taking applications, determining eligibility and maintaining cases for Food and Nutrition Services, Temporary Assistance for Needy Families, Adult Medicaid and Family and Children's Medicaid. Responsibilities includes interviewing the client, verifying information, determining eligibility, maintaining the record and making changes to the record. This employee must determine how the changes impact on the eligibility of the case. Other duties may be assigned to the employee when deemed necessary by the supervisor.

The employee in this position must be human-services oriented and possess the ability to interact well with the supervisor, co-workers, and clients and be able to work in a team environment. This employee 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 employee 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 clients, applicants 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.

**Applicants who have successfully completed the following courses offered through the North Carolina community college system are strongly encouraged to apply: Human Services Exploration: DSS Caseworker Phase I and Human Services, Introduction: Phase II.**

**CONDITIONS OF EMPLOYMENT:** Must have valid NC driver's license and reliable transportation. All applicants tentatively selected for this position will be required to submit to a urinalysis to screen for illegal drug use. A criminal records check will be conducted.

**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 official high school and/or college transcripts must be submitted to:

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

**AN EQUAL OPPORTUNITY EMPLOYER**

or

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

or

Fax: 828-649-3687

**CLOSING DATE: Open Until Filled**