

INCOME MAINTENANCE CASEWORKER II SOCIAL SERVICES

GENERAL STATEMENT OF DUTIES

Employees in this classification take and process applications for anyone wanting to apply for benefits. They also maintain these records and do periodic reviews on the cases as outlined by state manual.

DUTIES PERFORMED

Caseworkers are responsible for and maintain all aspects of the cases. This requires extensive knowledge of the program and continuing training in all changes issued by the program.

Caseworkers are responsible for accuracy in administering the program. 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. 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 and composition, receipt of income, medical bills, insurance, household expenses and any other situations which may affect the client's eligibility. They are also responsible for keeping the client informed of any change in their case and for making changes that the client reports. These duties must be done 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.

Caseworkers must be proficient in the use of computers, calculators, copy machines, telephones, fax machines, and other equipment necessary for the function of the position.

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 two years as a Caseworker I to be qualified as a Caseworker II.