

ECONOMIC SERVICES CASEWORKER

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: Social Services

REPORTS TO: Varies

CLASS SUMMARY

Assists County citizens in obtaining aid through state and federal assistance programs.

DISTINGUISHING CHARACTERISTICS

The Economic Services Caseworker is the first level of a three level economic services series. The Economic Services Caseworker is distinguished from the Economic Services Supervisor which has full supervisory authority.

TYPICAL CLASS ESSENTIAL DUTIES

- Reviews, monitors, and documents client income and assets as specified on aid applications to determine initial and continued eligibility for various state and federal aid programs to include contacting clients to schedule and conduct aid eligibility interviews; researching client backgrounds; preparing and maintaining client files and case notes; preparing correspondence addressed to clients; verifying information, determining eligibility, notifying other units/departments of status and entering client information into the appropriate computer databases.
- Assists clients by informing them of and addressing their inquires to the services and aid available through various County, state, and federal assistance programs and assisting them with the completion of aid applications.
- Compiles and enters data into appropriate computer database.
- Attends training sessions and seminars regarding changes in eligibility and updates the applicable information in policy manuals.
- Assists with investigations and client hearings involving the fraudulent use of aid and assistance and/or clients contesting a reduction in or termination of benefits.
- May conduct home visits.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Lead worker:

- Provides supervision to the unit in the absence of the supervisor;
- Conducts hearings for appeals related to county and state programs, evaluating information and rendering a decision;
- Provides outreach to citizens, civic groups, and support organizations.

Trainer:

- Supervises new workers until their training is complete and workers are transferred to vacant positions and units;
- Develops modules for skills and policy training;
- Instructs new employees in agency, state, and federal policy;
- Monitors and document the performance of trainees and evaluate their progress;
- Conducts training of experienced staff in new or changed policy and/or skills development;
- Provides outreach to citizens, civic groups, and support organizations;
- Conducts hearings for appeals related to county and state programs, evaluate information and render decisions.

ECONOMIC SERVICES CASEWORKER**KNOWLEDGE AND SKILLS**

Knowledge of:

- County, state, and federal aid programs and guidelines;
- Basic mathematical principles;
- Counseling techniques;
- Community resources and services;
- Department and County policies and procedures;
- Record processing procedures;
- Court procedures;
- Customer service principles.

Skill in:

- Using computers and applicable software;
- Using various office equipment;
- Interviewing and counseling clients;
- Researching information;
- Writing reports;
- Preparing correspondence;
- Entering and retrieving data;
- Maintaining confidentiality;
- Organizing files and information;
- Prioritizing work;
- Working with the public;
- Locating documents and records;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisors the general public, etc. sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE

High School Diploma or General Equivalency Diploma (GED) and two years of related customer service experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Note: This is a broad class and pay differentials are used to distinguish between program complexities and responsibilities. Required years of experience vary according to the area of assignment.

LICENSING/CERTIFICATION

May require:

- Valid NC Driver's License

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires standing, walking, fingering, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

May be subjected to travel.

GENERAL INFORMATION

FLSA Status: Non-exempt

Class Spec Established/Revised: E11/99; R8/02