



# HENDERSON COUNTY HUMAN RESOURCES DEPARTMENT

112 FIRST AVENUE WEST  
HENDERSONVILLE, NC 28792

## Memo

**To:** All Interested Candidates  
**From:** Karen Ensley, Human Resources Director  
**Date:** June 1, 2022  
**RE:** Job Posting – Three (3) Full-time Income Maintenance Caseworker II  
*Department of Social Services*

**Duties and Responsibilities:** Apply program and system knowledge to the functions of the program in an accurate and timely manner; perform financial verifications and utilize in depth program abilities in order to do so accurately; communicate very complex program guidelines to representatives of potential and current recipients in an informative but investigative manner; regularly communicate with financial institutions and collateral resources which requires an ability to understand the program point needing to be verified and what suffices as verification; acquire expertise in program of responsibility and NCFAST systems; will interview/communicate with clients/representatives by phone, internet, mail and fax and in person to secure information required to correctly determine eligibility.

**Qualifications:** Knowledge of the program/areas of assignment; general knowledge of all agency and community programs and services which could affect the client/applicant; good mathematical reasoning and computational skills; must have the ability to calculate financial representations and document them in such a way as to support the eligibility decision; ability to read, analyze, and interpret rules, regulations, and procedures; ability to organize both thought and purpose; ability to operate efficiently in complex computer data bases; ability to communicate with clients/applicants, the public at large and public officials to obtain data, and to explain and interpret rules, regulations, and procedures; ability to instruct and to evaluate the work of lower level employees; ability to perform caseworker functions within structured time frames. Requires interviewing and communication skills as well as a complete understanding and demonstrated ability in NCFAST and the Federal Marketplace. Reasoning skills are required for correct assessment of client situations. Must have strong organizational skills that are reflected not only in appearance of work materials but also reflected in the position's task management. Requires extensive experience in Windows environment. One year of experience as Income Maintenance Caseworker is necessary to fully qualify as an IMC II. *If a fully qualified IMC II is not available, we will consider hiring an IMC I with a work-against for one year.*

Pre-employment drug test and background checks required of finalist applicants.

Applications must be obtained, fully completed, and submitted to Henderson County HRD by mail 112 First Avenue West, Hendersonville, NC 28792, by email ([hrd@hendersoncountync.gov](mailto:hrd@hendersoncountync.gov)), or by fax (828) 698-6184. Please see our website, [www.hendersoncountync.gov/hr](http://www.hendersoncountync.gov/hr) and refer to the Additional Applicant Information section for more detailed instructions.

The deadline for application is: **5:00 pm on June 15, 2022**

Starting range: IMC I - Grade 66A - \$16.87 - \$27.58 per hour

IMC II - Grade 68A - \$18.24 - \$29.83 per hour

*Hiring salary will be determined based on qualifications and internal equity*

Phone: (828) 697-4669 ♦ Fax: (828) 698-6184

[hrd@hendersoncountync.gov](mailto:hrd@hendersoncountync.gov)

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*Henderson County is an Equal Opportunity Employer*