NC 09909

INCOME MAINTENANCE TECHNICIAN

Employees in this class are responsible for determining client/applicant eligibility for income maintenance programs of limited variety and complexity such as the Low Income Energy Assistance Program (LIEAP), Commodities Distribution Program, and the Crises Intervention Program (CIP) in a County Department of Social Services. Employees are responsible for interviewing clients to obtain the required information, explaining the programs, completing the application and verifying a limited amount of qualifying data. Work may also involve referring clients to other agency staff. Work at this level also recognizes positions in formally structured training units where employees do not have assigned responsibility for the intake, processing or review of ongoing income maintenance cases. The work performed is normally subject to close supervision by a higher level Income Maintenance Caseworker.

I. DIFFICULTY OF WORK:

Complexity - Employees determine client eligibility for an income maintenance program which is characterized by the limited number and complexity of program regulations which are applied in making the eligibility determination decision. The verification of supporting applicant data does not normally require as extensive research as would be seen in processing regular income maintenance cases. Employees are responsible for making the eligibility determination decision; however, the qualifying program requirements are not as complex as those of the regular income maintenance programs, thereby limiting the employee's decision-making process.

Guidelines - Employees refer to the Low Income Energy Assistance, Commodities Distribution, and Crisis Intervention regulations in performing all functions required to complete the eligibility determination process. Guidelines are fairly stable and subject to only periodic changes.

II. RESPONSIBILITY:

Accountability - Employees' work involves direct contact with clients applying for these programs in order to gather and verify any information necessary to determine clients' eligibility for the program(s).

Consequence of Action - Employees' decisions impact upon the well-being of the clients who are the recipients of program benefits. Employees' incorrect decisions regarding client eligibility for the LIEAP, Commodities, and CIP programs are limited in the negative impact they have on an agency and/or client when compared to the regular income maintenance programs.

Review - Work is reviewed frequently by a lead worker or a first line supervisor usually through the evaluation of processed cases. The frequency of these reviews will vary from agency to agency. Federal and State guidelines which ensure compliance to program regulations are more limited in scope than would be seen in the regular income maintenance programs.

III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Employees provide information to clients on program requirements based upon the information provided in the LIEAP, Commodities, and CIP regulations. Information contained in these regulations is clear but must be explained to clients with varying levels of understanding.

Purpose - Work with clients includes the gathering of information through the interview process for the purpose of determining applicant/client eligibility as well as to inform the client of their rights and obligations as prescribed under program policies.

IV. WORK ENVIRONMENT:

Nature of Working Conditions - Employees are periodically subject to working with agitated clients, heavy workloads, and compressed time frames.

Nature and Potential of Personal Hazards - Clients may at times be verbally abusive due to their extreme situations or their emotional problem, but generally physical harm is unlikely on an ongoing basis.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Good mathematical reasoning and computational skills. Ability to communicate with clients, applicants, and the public to obtain data, and to explain rules and procedures. Ability to understand the needs and problems of clients/applicants. Ability to learn the program area of assignment.

Minimum Training and Experience Requirements - Graduation from high school and two years of paraprofessional or clerical public contact experience which should have included negotiating, interviewing, explaining information, gathering and compiling of data, analysis of data, and/or the performance of mathematical or legal tasks; or graduation from high school and one year of experience in an income maintenance program; or an equivalent combination of training and experience.

Administering the Class - Course work at a Community College, Business or Technical School or at a four-year college or university may be substituted for general experience on a year for year basis for this class, but not for experience in an income maintenance program.