

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

INCOME MAINTENANCE WORKER 3

DEFINITION

Under general supervision, performs quality control reviews or investigative work in the income maintenance programs; may perform some limited supervisory duties; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Investigates the eligibility for and the accuracy of payments in the categorical assistance programs.

Determines if proper procedures were used to continue or establish eligibility, interviews clients, reviews documents, assists in conducting special studies in counties to aid in determining where errors or breakdowns are occurring in the income maintenance process.

Submits completed report forms, assessments, and recommendations.

Determines disposition of fraud and overpayment referrals by obtaining repayment agreements conducting in-house investigations, and either referring it to the DCI for further investigation or obtaining all necessary evidence and referring it to the County Attorney for civil action; participates in court proceedings as required.

Confers with supervisor, county director, county attorney, law enforcement officials, social workers, area specialists, and the general public regarding income maintenance programs; makes suggestions and recommendations for improvements to a higher level administrator; prepares reports as requested.

Assists others in the most difficult and complex eligibility cases that others are unable to solve.

Interprets and explains to applicants and clients the categorical assistance programs and regulations; advises them of their rights and responsibilities.

Attends hearings and court actions as necessary.

May perform some, but less than the full range of supervisory functions required for collective bargaining exemption purposes.

COMPETENCIES REQUIRED

Knowledge of the rules, regulations, and goals related to local categorical assistance programs.

Knowledge of the techniques of interviewing.

Knowledge of the principles of human behavior.

Knowledge of investigative techniques and the evidence required for civil or criminal legal actions.

Knowledge of basic mathematics.

Knowledge of current state and local socioeconomic conditions as they relate to categorical assistance programs.

Knowledge of the principles of administration including budget preparation, and analysis of individual program operations.

Ability to perform mathematical computations using addition, subtraction, fractions, decimals and percentages.

Ability to speak and write the English language effectively.

Ability to direct the maintenance of systematic records.

Ability to collect, verify, and record information from potential and current clients.

Ability to interpret and analyze data, regulations, and rules pertaining to categorical assistance programs.

Ability to make logical and accurate decisions based on interpretations of program rules and regulations and data obtained from interviews.

Ability to establish and maintain effective working relationships with supervisors, clients, law enforcement officials and the public.

Ability to travel to various worksites.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

The equivalent of two years of full-time experience in an income maintenance program such as ADC, Foodstamps or Title XIX;

OR

employees with current continuous experience in the state classified service that includes the equivalent of eighteen months as an Income Maintenance Worker 1 or twelve months as an Income Maintenance Worker 2;

OR

an equivalent combination of the above experience totaling eighteen months shall be considered as qualifying.

Effective Date: 10/28/83 PW