

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Income Maintenance Worker 6

Definition

Under general direction, performs specialist duties of an advanced nature relating to income maintenance programs as defined in the standards; may perform some limited supervisory duties; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Directs, plans, and coordinates a statewide segment of the income maintenance program.

Develops general policies and procedures and staffing plans for an income maintenance program.

Develops goals in the income maintenance programs in cooperation with County Social Services Directors.

Assists county departments in solving workflow, personnel, reorganization, and other administrative problems in the income maintenance area.

Acts as a consultant to the various County Human Service Departments in solving a variety of complex income maintenance case problems; interprets new procedures, rules, regulations and laws regarding determination of eligibility, continuing eligibility, or termination of eligibility.

Interprets income maintenance programs, policies, and procedures to staff, County Boards of Supervisors, public officials, social agencies, and the community.

Notifies central office administrative staff of policy problem areas and recommends new or revised policy.

Performs special projects of a complex and responsible nature assigned by the program director.

Attends hearing and court actions as necessary.

Reviews and analyzes case records and reports for completeness and accuracy; prepares reports as requested by county, regional or central office staff.

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

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Basic Arithmetic – Addition, subtraction, multiplication, and division.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Clerical – Maintain complex clerical records.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Five years of full-time work experience in a technical capacity in an income maintenance program (such as ADC, food stamps, or Title XIX), two years of which was at the level of an Income Maintenance Worker 2 or above.
- 2) Five years of full-time professional-level work experience in social services program administration, program development, program research/evaluation or management.
- 3) All of the following (a and b):
 - a. One year of full-time work experience (as described in number one or two); and

- b. A total of four years of education and/or full-time experience (as described in number one or two), where thirty semester hours of accredited college or university coursework in social services equals one year of full-time experience.
- 4) Current, continuous experience in the state executive branch that includes thirty-six months of full-time work as an Income Maintenance Worker 2.
- 5) Current, continuous experience in the state executive branch that includes twenty-four months of full-time work as an Income Maintenance Worker 3 or Income Maintenance Worker Supervisor 1.
- 6) Current, continuous experience in the state executive branch that includes twelve months of full-time work as an Income Maintenance Worker 4, Income Maintenance Worker 5, or Income Maintenance Worker Supervisor 2.

Effective date: 01/22 KF