

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

**INCOME MAINTENANCE WORKER 4**

**DEFINITION**

Performs specialist duties related 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 are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Formulates and develops general policies and procedures for an income maintenance program.

Assists in the administration of an income maintenance program having statewide impact.

Confers with judges, county attorneys, law enforcement officials, social workers, and the general public regarding the interpretation of income maintenance programs.

Develops budget requests and presents them to the program supervisor.

Interprets and explains income maintenance programs to applicants, clients, public and news media.

Attends hearings and court actions to give testimony.

Consults with field specialists regarding income maintenance programs; suggests methods to improve administration of categorical assistance programs.

Assists others in processing the more difficult and complex eligibility cases.

Reviews and analyzes case records and reports for completeness and accuracy; prepares reports and records as required.

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 and state categorical assistance programs.

Knowledge of the techniques of interviewing.

Knowledge of the principles of human behavior.

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 speak and write the English language effectively.

Ability to coordinate and 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 make budget projections on program and staffing needs.

Ability to establish and maintain effective working relationships with supervisors, clients, public and the news media.

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. Follows policy and cooperates 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 three years of full-time experience in a technical capacity with 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 2, one year as an Income Maintenance Worker 3 or Income Maintenance Supervisor 1;

OR

an equivalent combination of two years of the above experience shall be considered as qualifying.

Effective Date: 02/09 CP