

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

INCOME MAINTENANCE WORKER 5

DEFINITION

Under general direction, performs responsible 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

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

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

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

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

Develops and reviews technical income maintenance program training materials and conducts training to keep staff updated on revised procedures and eligibility requirements.

Attends hearings and court actions to give testimony.

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

Consults with County Directors and/or field specialists regarding income maintenance programs; suggests methods to improve administration of the categorical assistance programs.

Develops budget requests and presents them to the program supervisor.

Writes new or revises presently used manual material to keep Iowa in compliance with new or revised laws, regulations, and court decisions as needed.

Reviews, studies, and interprets federal and state laws, regulations, and court decisions which affect Iowa's income maintenance programs.

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

COMPETENCIES REQUIRED

Knowledge of the laws, rules, regulations and goals of categorical assistance programs.

Knowledge of current socioeconomic conditions and how they relate to categorical assistance programs.

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

Knowledge of the principles of human behavior.

Knowledge of the techniques of interviewing.

Ability to speak and write the English language effectively.

Ability to coordinate and direct the maintenance of systematic records.

Ability to plan, coordinate and control the work of subordinates.

Ability to coordinate the work of several different units.

Ability to train others in the interpretation and analysis of data, laws, regulations, policies and procedures related to categorical assistance programs.

Ability to make logical and accurate decisions based on interpretations of program rules, regulations, policies and procedures.

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. 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 four years of full-time experience in a technical capacity with an income maintenance program such as ADC, Foodstamps or Title XIX, one year of which was at the level of an Income Maintenance Worker 2 or above;

OR

employees with current continuous experience in the state classified service that includes the equivalent of two years as an Income Maintenance Worker 2, eighteen months as an Income Maintenance Worker 3 or one year as an Income Maintenance Worker 4 or Income Maintenance Worker Supervisor 1 shall be considered as qualifying;

OR

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

Effective Date: 4-1-74 BW