

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

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

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

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

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 coordinate work of several different units.

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

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. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

The equivalent of five years of full-time work experience in a technical capacity in an income maintenance program such as ADC, Foodstamps and Title XIX, two years 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 three years experience as an Income Maintenance Worker 2, two years as an Income Maintenance Worker 3 or Income Maintenance Worker Supervisor 1, or one year as an Income Maintenance Worker 4 or 5 or Income Maintenance Worker Supervisor 2 shall be considered as qualifying;

OR

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

Effective Date: 04/10 CH