

# **INCOME MAINTENANCE SPECIALIST**

30470  
(Competitive)

## **DISTINGUISHING FEATURES OF THE CLASS**

The work involves responsibility for determining initial, financial and categorical eligibility for income maintenance applicants based upon established criteria for a variety of income maintenance programs administered by the County Department of Social Services. The employee is responsible for initial intake of clients, determination of appropriate program entitlement and initial budget determination. The employee is required to deal effectively with potential clients, who may be entering the system for the first time, exhibiting anxiety, fear and frustration. Client contacts are assigned in the random fashion determined by the unit supervisor or division policy/rule. This work differs from that of Income Maintenance Worker in its need to understand the agency program, eligibility criteria and the awareness of outside sources of potential benefit to the client upon initial agency contact. Completed files are reviewed by an Income Maintenance Supervisor I and conferences are held as needed to apprise staff of new program standards and agency rules. Supervision is not exercised in this classification. When assigned field work in the ordinary course of business, an employee will be required to operate a motor vehicle. Does related work as required.

## **TYPICAL WORK ACTIVITIES**

Depending on Unit Assignment, May Perform Any or a Combination of the Following:

Interviews applicants for Public Assistance, Medicaid, Food Stamps; makes initial determination of categorical eligibility.  
Prepares and computes initial budget; advises applicants as to amount of assistance and when first case grant may be expected; assists them with initial questions on program.  
May orient potential applicants to Income Maintenance processes and programs.  
Determines and encourages applicants to seek services for situations seen or identified within the interview process.  
Refers applicants to Social Services Division if appropriate.  
Represents agency in a fair hearing setting involving the presentation of data and the cross-examination of same.  
May set up audit/validation examples; determine trends and employee errors.  
May assist in training on initial entry and reinforcement of areas where errors are determined through an audit process.

## **FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES AND PERSONAL CHARACTERISTICS**

Good knowledge of Federal, State and local Social Services Laws and regulations as they affect eligibility for Income Maintenance programs.  
Good knowledge of other Federal and State laws (i.e. Worker's Compensation, Unemployment Insurance and Social Security) as they affect income maintenance programs.  
Ability to establish effective working relationships with staff members and the general public.  
Ability to become familiar with and apply a variety of rules, regulations and mandates as they relate to area of assignment.  
Ability to deal with people under adverse conditions.  
Physical condition commensurate with the demands of the position.

## MINIMUM QUALIFICATIONS

Promotion: One (1) year of permanent competitive status as an Income Maintenance Worker.

Open Competitive:

Three (3) years of experience, or its part time equivalent, in examining, investigation or evaluating claims for veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility which must have included determining eligibility for such benefits and authorizing such benefits where appropriate, one (1) year of which must have involved the application of financial and categorical criteria in a Federal, State or local governmental agency.

NOTE: Study in a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees may be substituted for two (2) years of experience on a year-for-year basis.

07/2001 Revised