Contact: Liz O'Hara
Elizabeth.Ohara@dfa.state.ny.us
(315) 634-0514

Income Maintenance (IM) Worker

HELP Program Position

About the Role

Income Maintenance Workers help individuals and families access programs administered by the Onondaga County Department of Social Services. In this role, you will review applications, speak with clients, gather documents and determine whether applicants and current recipients meet program eligibility requirements.

You may work with different programs or assignments depending on your unit. Your work will be reviewed by a higher-level employee, and you will not supervise other staff. Applicants must successfully complete a background check.

What You'll Do

Depending on your assignment, you may:

- Review applications to make sure they are complete and accurate.
- Speak with clients to clarify information and answer questions.
- Request documents needed to verify income, household resources or other eligibility information.
- Determine initial and ongoing eligibility for benefits.
- Manage an active caseload and update cases when household circumstances change.
- Conduct scheduled interviews to review continued eligibility.
- Review household budgets and adjust benefits when needed.
- Recommend emergency assistance when appropriate.
- Review eligibility for Medicaid when Public Assistance ends or a client becomes ineligible.
- Refer cases for further review when there are concerns about possible fraud.
- Connect clients with other DSS programs and community services when additional support may be helpful or required.

What We're Looking For

A successful Income Maintenance Worker should be able to:

- Learn and apply federal, state and local rules for social services programs.
- Understand how programs such as Social Security, Unemployment Insurance and Workers' Compensation may affect eligibility.
- Gather information, review documents and make fair, accurate decisions.
- Communicate clearly and respectfully with people from different backgrounds.
- Build positive working relationships with clients and coworkers.
- Follow written and verbal instructions.
- Stay organized while managing multiple cases, deadlines and program requirements.

Minimum Qualifications

You must have two years of full-time work experience, or the part-time equivalent, reviewing, investigating or evaluating applications for assistance, veterans' benefits, unemployment benefits, insurance or a similar program with established eligibility requirements. Your experience must have included determining whether applicants qualified for benefits and authorizing those benefits when appropriate.

College Credit May Be Substituted

College coursework from an accredited college or university may replace the required work experience:

- 30 semester credit hours equal one year of experience.
- 60 semester credit hours equal two years of experience.

Needed to Apply

Please include the following when applying to the attached job:

- Resume
- Completed General Application Form
- Cover Letter (Optional)

Starting Salary: $49,805