

**HUMAN SERVICES BUILDING
EDGECOMBE COUNTY DEPARTMENT OF SOCIAL SERVICES
122 E. ST. JAMES STREET
P. O. BOX 370
TARBORO, NORTH CAROLINA 27886**

Universal Income Maintenance Caseworker II

165-02-352

SALARY: \$25,411

Posted: Internal, ESC, Edgecombe County Website

POSITION DESCRIPTION:

The Universal Income Maintenance Caseworker II primary responsibility is to correctly determine an applicant's eligibility for Food and Nutrition Services, Temporary Assistance to Needy Families, Childcare, Work First, Adult Medicaid, and/or Family and Children's Medicaid. The Universal IMC II monitors continual compliance with all program requirements, responds to the clients' requests and needs for assistance, provides input to the supervisor on programmatic issues, and closes the case when a client is no longer eligible for services. The Universal IMC II is also responsible for determining when a referral to Program Integrity is necessary. Precision and accuracy in computation of benefits must be exact in order to administer the programs and provide benefits to those who need them, without adverse actions such as errors, overpayments, and collection activities. This position must have the ability to understand and educate others of the budgeting procedures for all assistance programs. This position requires careful visual attention to minute details, excellent mental concentration, and extensive manipulative skills. The Universal IMC II must have good interviewing skills and ability to communicate effectively and develop a satisfactory relationship with people of all socioeconomic backgrounds, while at the same time multi-tasking (i.e. comprehending, interpreting, and applying complex rules and regulations, and practical judgment). Visual attention to accuracy and detail of work, as well as analyzing and correctly entering computations for calculation of income and deductions and budget preparation is essential. This position must be efficient and have excellent organizational skills in order to maintain a current and ever-changing/increasing caseload. The position must have excellent computer skills and have ability to read and interpret policy, job aides, and change notices for competency in NCFAS.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of forms, manuals, rules and procedures used in determining eligibility. General knowledge of agency's organization rules, policies and procedures.
- Ability to conduct interviews and interpret agency policies and procedures to people of varied social economic and educational backgrounds; detect need for other agency services and make appropriate referrals to the services staff; work with facts and figures and perform tasks involving a high degree of accuracy;
- Perform work involving careful review and of a computational nature; and communicate effectively with other agency personnel to gather and verify information.
- Ability to use computer software such as windows Microsoft Word, Internet Explorer, NC FAST

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

- One year of experience as a Universal Income Maintenance Caseworker II; or an equivalent combination of education and experience.
- Work against applicants will be considered. Salary is commensurate with experience. (Universal IMC I Salary:\$23,048)
- Computer Proficiency Test Is Required
- Preferences: Prefer applicants with computer experience and/or knowledge of State Network Systems, imaging programs and Windows software including Microsoft Word. Bilingual experience helpful. Copies of undergraduate and/or graduate transcripts required.

Application Period: 08/13/2013 through 08/22/2013

Application Deadline: August 22, 2013 at 5:00 p.m.

Application Process: Edgecombe County Social Services employees may return a completed NC state application to Nora Harper, Personnel Assistant. All other applicants should apply through the Employment Security Commission. Electronic copies, incomplete or unsigned applications will not be considered. A pre-employment drug screening and criminal background search is administered for all new hires.

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