

POSITION DESCRIPTION:

The Universal Income Maintenance Caseworker II's primary responsibility is to determine an applicant's eligibility for Food and Nutrition Services, Work First Family Assistance, Childcare Subsidy, Family Children and Adult Medicaid programs and the Benefit Marketplace. The Universal Worker interviews clients and collaterals using various complex automated systems to include explaining the requirements and benefits of all programs. Duties include researching and evaluating resources, verifying information, processing applications; explaining and recommending programs, referring clients to other appropriate agencies or community programs and documenting findings and the status of the case. This position requires careful visual attention to minute details, excellent mental concentration, and extensive manipulative skills. The Universal Worker must have good interviewing skills and the 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 sufficient to use NC FAST and the State's online case management systems as well as various other search engines and software programs.

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent computer skills and possess the ability to key information accurately according to program guidelines. General knowledge of all agency and community programs and services which could affect the client/applicant. Worker must possess excellent interviewing, listening, reasoning, organizational and computational skills with the ability to read, comprehend and evaluate documents from a multitude of sources. Worker must possess the ability to manage and work independently and under stress, be extremely organized yet sufficiently flexible to meet unplanned assigned work. Worker must possess strong interpersonal skills with the ability to lead by example and to maintain and create a positive attitude. The ability to cope with stress is a requirement of this position. Worker is constantly contacted from many different sources on a daily basis. The ability to prioritize, use good sound judgment and multitask is an essential requirement.
- Excellent computer skills sufficient to use NC FAST and other State online case management systems, as well as various other search engines and software programs.
- Considerable knowledge of the program/areas of assignment. General knowledge of all agency and community programs and services which could affect the client/applicant. Good mathematical reasoning and computational skills. Ability to read, analyze, and interpret rules, regulations and procedures. Ability to communicate with clients/applicants, the public at large, and public officials to obtain data, and to explain and interpret rules, regulations and procedures. Ability to perform caseworker functions within structured time frames.

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, NC FAST, imaging programs and Windows software including Microsoft Word. Bilingual applicants (English/Spanish) encouraged to apply. Official transcript required.

Application Period: 08/22/2014 through 09/03/2014
Application Deadline: September 3, 2014 at 5:00 p.m.

Application Process: Applications are available online at www.edgecombecountync.gov. Applications are also available at the Edgecombe County Manager's Office at 201 S. Andrew St. Tarboro, NC 27886. Applications can also be picked up at the Social Services Office at 301 S. Fairview Rd., Rocky Mount, NC 27801. Applications are to be returned to Nora Harper, Personnel Assistant at 301 S. Fairview Rd., Rocky Mount, NC 27801. Applicants may also apply through the Division of Employment Security. Electronic copies, Fax copies, incomplete or unsigned applications will not be considered.

We support a drug free work environment. A pre-employment drug screening and criminal background check is required. AA/EOE