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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 the to read and interpret policy, job aides, and change notices for competency in NCFAS.

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.
- 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, imaging programs and Windows software including Microsoft Word. Bilingual experience helpful. Copies of undergraduate and/or graduate transcripts required.

Application Period: 01/10/2014 through 01/21/2014

Application Deadline: January 21, 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.

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