

Edgecombe County Human Services Agency
Department of Social Services

Position Classification: Income Maintenance Caseworker II

Income Maintenance Caseworker I work against Salary: \$24,328.00

Fully Qualified Salary: \$26,822.00

Note: Must have worked at least (1) year in an income maintenance program in a Department of Social Services agency in order to qualify as an Income Maintenance Caseworker II.

Posted: Internal, NC Works Career Center, Edgecombe County Website, NC Social Services Jobs, Indeed.com

Description of Work:

Position Number: 165-02-345

This position is located in the Edgecombe County Department of Social Services Food & Nutrition Program. The 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. A valid NC driver's license and access to a passenger vehicle is required. Employees operating their personal vehicles for county business shall maintain the minimum liability coverage required by the State of North Carolina in accordance with the County Fleet Policy and Employee Safety Program (page 10, section.) Position is located in the Tarboro office however; office location may change based on the needs of the agency.

Knowledge, Skills and Abilities:

Excellent computer skills and 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. This position requires careful visual attention to minute details, excellent mental concentration, and extensive manipulative skills. 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). Worker 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.

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. **A Computer Proficiency Test Is Required.**

Minimum Training and Experience:

- One year of experience as an Income Maintenance Caseworker I. **Must have worked at least (1) year in an income maintenance program in a Department of Social Services agency in order to qualify as an IMC II.**
- Salary is commensurate with experience.

Application Period: 02/18/2019-Until Filled

Application Deadline: Open Until Filled

Application Process: Interested candidates must complete and submit an Edgecombe County Application. The application may be obtained online at www.edgecombecountync.gov or from the NC Works Career Center. Send completed application to: Nora Harper, Personnel Assistant, Edgecombe County Department of Social Services at 301 S. Fairview Road, Rocky Mount, NC 27801. Electronic copies, Fax copies, incomplete or unsigned applications will not be considered. **Any transcript(s) of undergraduate and/or graduate degree(s) is required at the time of application. Degrees must be received from appropriately accredited institutions.**

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