

Edgecombe County Human Services Agency
Department of Social Services

Position Classification: Income Maintenance Caseworker III-LTC/SA

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

Income Maintenance Caseworker II work against Salary: \$26,822.00

Fully Qualified Salary: \$29,572.00

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

Description of Work: 165-02-519

This position is located in the Edgecombe County Department of Social Services in the Adult Medicaid Program. The Income Maintenance Caseworker III primary responsibility is to take, process, determine and re-determine applications in Adult Medicaid with particular focus in the Adult Long Term Care and Special Assistance programs. Work involves interviewing clients and collaterals using various complex automated systems to include explaining the requirements and benefits of programs. Duties also include researching and evaluating resources, verifying information, processing applications; explaining and recommending programs, referring clients to other appropriate agencies or community programs, checking property and assets either through home visits or traveling to the place of verification 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 Rocky Mount 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, interpret 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.
- Thorough knowledge of the program/areas of assignment. Considerable knowledge of agency and community programs and services which could affect the client/applicant. Good mathematical reasoning and computational skills. Ability to read, analyze, and interpret a variety of rules, regulations policies and procedures of varying complexity. Ability to understand the needs and problems of applicants. 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 Training and Experience:

- Two years of experience as an Income Maintenance Caseworker II. Must have worked at least (2) years in an income maintenance program in a Department of Social Services agency in order to qualify as an IMC III.
- Work against applicants may be considered. Salary is commensurate with experience. (IMC I Salary: \$24,328) (IMC II Salary: \$26,822)
- A Computer Proficiency Test Is Required

Application Period: 10/24/2018- Until Filled

Application Deadline: Open Until Filled

Application Process: Applications are available online at www.edgecombecountync.gov. Applications should be returned to Nora Harper, Personnel Assistant at 301 S. Fairview Rd., Rocky Mount, NC 27801. Applications can be picked up at the Social Services Office at 301 S. Fairview Rd., Rocky Mount, NC 27801 or downloaded from the County's website. Applications are also available at the Edgecombe County Manager's Office at 201 S. Andrew St., Tarboro, NC. Applicants may also apply through the NC Department of Commerce-Division of Employment Security. Electronic copies, Fax copies, incomplete or unsigned applications will not be considered. **An official transcript 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 that are proficient in using a personal computer and have strong verbal and written communication skills. Bilingual (English/Spanish) applicants encouraged to apply.

WE SUPPORT A DRUG FREE WORK ENVIRONMENT. A pre-employment drug screening and criminal background check is required.

AA/EOE