**Income Maintenance Caseworker I**

**I. A. PRIMARY PURPOSE OF ORGANIZATIONAL UNIT**

The primary purpose of the organizational unit is to provide assistance to eligible individuals in one or more of the Program Areas within Economic Services. Program Areas include, but are not limited to Family and Children’s Medicaid, Food and Nutrition Services, Cash Assistance, and Energy Programs.

 **B. PRIMARY PURPOSE OF POSITION**

This caseworker is assigned to a unit within the Economic Services Section. This position is responsible for taking applications, determining eligibility and maintaining cases for Family and Children’s Medicaid, Food and Nutrition Services, Cash Assistance, and/ or Energy Programs. This includes interviewing the customer, verifying information, determining eligibility, maintaining the record, and making changes to the record. The employee must determine how the changes impact the eligibility of the case. Other duties may be assigned to the worker when deemed necessary by the Supervisor.

This worker must be human services oriented and possess the ability to interact well with the supervisor, co-workers, and customers and be able to work in a team environment. This worker must respond to disasters as needed in accordance with Robeson County DSS policy, in the event of a natural or man-made disaster or upon the declaration of a state of emergency by the Robeson County Emergency Management Office.

This worker must use the online NC FAST Program, Manuals, and DSS Administrative Letters as appropriate. This employee is expected to make the final decision in determining eligibility by applying written policy, but be able to recognize situations that should be referred to the supervisor for clarification.

This employee will learn and use programs Compass Pilot and Compass Appointments as required by position to do, but not limited to: request leave, schedule/receive appropriate appointments, set up virtual files, scan/retrieve documents, and receive/send tasks.

 **C. WORK SCHEDULE**

8:00 a.m. – 5:00 p.m., 8:15a.m.-5:15p.m. or 8:30 a.m.-5:30 p.m.Monday through Friday. Hours are subject to change.

1. **CHANGE IN RESPONSIBILITIES OR ORGANIZATIONAL RELATIONSHIP**

 None

**II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES (SEQUENTIAL ORDER)**

**(**PLEASE NOTE PERCENTAGE OF TIME FOR EACH FUNCTION)

Approximately 60% of workers time will be taking and processing applications for Family and Children’s Medicaid, Food and Nutrition Services, Cash Assistance, and/or Energy Programs. Worker will gather and verify information received and properly document case record. Worker will mathematically compute budgets; determine eligibility; sets benefit levels; notifies the applicant, his/her representative, completes computer input forms; and assign the approved case to a caseload. The applications will be processed within 18 to 48 hours for CIP and 45 days for Medicaid/Cash Assistance and 30 days for Food and Nutrition Services per State and Federal Guidelines. This position requires the worker to interview and interact in a professional and efficient manner with people from a wide variety of cultural backgrounds. This worker must maintain strict confidentiality, a non-judgmental attitude, and controlled emotional involvement with client while conveying a purposeful expression of felling and acceptance of others as individuals.

Approximately 30% of the workers time will be completing Re-determinations of active Food and Nutrition Services, Cash Assistance and/or Family and Children’s Medicaid cases. Worker will gather and verify information received and properly document case record. Worker will mathematically compute budgets; determine eligibility; sets benefit levels; notifies the applicant, his/her representative, completes computer input forms.

Approximately 10% of this worker’s time will be providing assistance with changes made to active cases, managed care provider changes, transportation assessments and scanning information into Compass Pilot. Will also assist other staffs when needed with changes and re certifications.

Programs for which this Position is Responsible

This position is responsible for the following programs: MAF, MPW, MIC (Medicaid and North Carolina Health Choice), Family Planning Program (F-PP), Cash Assistance, Food and Nutrition Services and Crisis Intervention.

Functions Performed

This position is responsible for taking and processing applications for Family and Children’s Medicaid, Food and Nutrition Services, and/or Cash Assistance, re-determining eligibility for an on-going caseload and change in situations as needed. Primary duties for this position are to take, process and maintain an on-going caseload and changes in situations.

This position is responsible for taking and processing Crisis Intervention program applications.

This position will learn to navigate and issue benefits timely and accurately through **North Carolina Families Accessing Services through Technology (NC FAST).**

Extent of Second-Party Reviews

Three (3) cases are pulled from each worker from the NCFAST processed application/recertification worker

details report - Random Sample

The supervisor and QC complete the second party reviews.

Cases Referred to this Position

Cases come from the Work First Unit for Medicaid evaluation anytime cash assistance is terminated

or denied. Mail-in, Telephone, electronic applications for assistance are accepted and processed in this position.

Decision Process

The IMC renders the final decision based on policy and information gathered and verified for the case.

The supervisor would make the final decision in a questionable case.

Responsibilities for Representing the Agency in Court

The responsibility for representing the agency in court would be if this worker were subpoenaed to court as a witness. The worker also must prepare and present written summaries for Local and State appeals on actions they are directly involved with. .

 **B. OTHER POSITION CHARACTERISTICS**

1. Accuracy Required in Work:

All aspects of the work require accuracy and it is imperative that cases be completely and accurately completed in a timely manner when keyed into Compass and NC FAST.

2. Consequence of Error:

Errors could result in an individual being denied medical assistance or energy assistance in error. They could also cause a person to be authorized for Medicaid or CIP when they are in fact not eligible. When QC reviews a case and finds errors, the County is placed in Corrective Action which is time consuming for the employees and supervisor. These cases would cause penalties to be charged to the county at 100% of the amount of error.

3. Instructions Provided to Employee:

Verbal and written instructions are provided to the employee. Written instructions are either by email, terminal message, memos, manual material. Training sessions are provided by the State, NC FAST coordinators, NC FAST Job Aids, Supervisor or Program Manager, and QC.

4. Guides, Regulations, Policies and References Used by Employee:

State, County and Federal policies are used by the employee. State regulations, laws, program and systems manuals are also used.

5. Supervision Received by Employee**:**

Employee will have a direct supervisor who will monitor day to day work.

6. Variety and Purpose of Personal Contacts:

This employee will have personal, verbal and telephonic contact with anyone who receives or applies for assistance in order to gather information to process an application or review. The individual could be represented by a representative with whom the worker will have contact.

7. Physical Effort:

There is very little physical effort involved in this job.

8. Work Environment and Conditions:

Most of the work is done in the office. Occasionally, home visits and hospital or facility visits are required.

9. Machines, Tools, Instruments, Equipment, and Materials Used:

Calculator, computer, printer, copier, scanner, signature pad, telephone and various office machines.

10. Visual Attention, Mental Concentration, and Manipulative Skills:

This position requires close visual attention. The worker must scrutinize the case file, all additional documentation and verification, as well as the customer/representative reactions to specific questions. Their reactions provide leads to additional eligibility information necessary in the process. Intense mental concentration is required at all times. This position requires evaluation the customer’s situation, needs and eligibility in order to provide the maximum benefits for the customer with minimum error.

11. Safety for Others:

Any safety hazards will be reported to the appropriate person.

12. Dynamics of Work:

Frequently there are changes in how the duties are performed, work methodology, policies and procedures. This worker must be flexible and willing to make changes in work processes.

**III. KNOWLEDGE, SKILLS & ABILITIES, AND TRAINING & EXPERIENCE REQUIREMENTS**

1. Knowledge, Skills and Abilities

Considerable knowledge of the program/areas of assignment; general knowledge of all agency and community programs and services which could affect the customer/applicant; good mathematical reasoning and computational skills; ability to read, analyze and interpret rules, regulations and procedures; ability to communicate with customers/applicants, the public at large and public officials to obtain date and to explain and interpret rules, regulations and procedures; ability to perform caseworker functions within structured time frames.

1. Required Training and Experience

1. Required Minimum Training

Graduation from an accredited associate degree program in Human Services Technology, Social Services Associate, Paralegal Technology, Business Administration, Secretarial Science, or a closely related curriculum;  or graduation from High School and two years of paraprofessional, clerical or other public contact experience which included negotiating, interviewing, explaining information, gathering and compiling of data, analysis of data and/or performance of mathematical or legal tasks with at least one year of such experience being in an Income Maintenance Program; or graduation from high school and three years of paraprofessional, clerical or other public contact experience  which included negotiating, interviewing, explaining information, the gathering and compiling of data, the analysis of data and/or the performance of mathematical or legal tasks; or an equivalent combination of training and experience.

1. Additional Training/Experience

None. See B.1.

1. Equivalent Training and Experience

None. See B.1.

C. License or Certification Required by Statute or Regulation

None.

**This employee must possess a valid driver’s license, have access to a vehicle and carry the minimum amount of insurance as required by Robeson County Policy.**