



POSITION VACANCY

Time-Limited

Income Maintenance Caseworker III QA

Quality Assurance

Position# 538018

OPENING DATE:	08/20/2021	PAY GRADE:	65
CLOSING DATE:	08/31/2021	SALARY:	\$36,416 - \$51,454 + Benefits

JOB DESCRIPTION: This is a full-time probationary/time limited position expiring June 30, 2022. The person in this position will be responsible to provide quality assurance, technical expertise and training across Economic Services, including Adult and Family and Children's Medicaid, FNS, Work First and Energy. Responsibilities include evaluating case records, benefit amounts and communication with customers to ensure proper procedure is followed in the delivery of customer benefits. Through the utilization of assessment tools and data collection methods, strengths and needs should be determined to provide input on development of programs training and procedures. The person in this position will be responsible for planning and conducting multiple training curriculums to include emerging trends found through quality assurance reviews, audits and OSS troubleshooting. This person will implement auditing processes and mentoring/coaching new employees, as well as current employees and tracking their progress throughout the training process. This person must be able to develop and present group training to Economic Service staff at the request of supervisors, upon identification of common policy misinterpretation, and for new policy implementation. Reviews Adult and Family and Children's Medicaid, FNS, Work First and Energy records to determine timeliness and accuracy of eligibility, review and change functions. Reports findings to supervisors and is available for explanation. This position will second-party reviews on all new staff and corrective action cases on Adult and Family and Children's Medicaid, FNS, Work First and Energy programs. Other duties will be assigned and may include but not be limited to participation in community outreach and educational efforts and as a member of various agency workgroups. The worker will be expected to attend training sessions, both in the agency and at other various locations. The worker in this position will be required to accurately account for all their time worked and time off from work. The employee in this position must be flexible and able to adjust to changes in the work schedule when there are staff shortages and other emergencies, such as emergency shelter duty in times of disaster.

KNOWLEDGE, SKILLS, ABILITIES: Considerable knowledge of all agency and community programs and services which could affect the client/applicant. General knowledge of all income maintenance programs. Good mathematical reasoning and computational skills. Ability to read, analyze, and interpret a variety of regulations, policies and procedure of varying complexity. Ability to work independently and prioritize work. Ability to instruct and evaluate the work of lower level employees. Ability to train employees in new and existing rules, regulations, policies and procedures. Ability to understand the needs and problems of clients/applicants. Ability to perform caseworker function under and within structured time frames. This worker must be human services oriented and possess the ability to interact well with the Supervisors, Co-workers, and Customers and be able to work in a team environment. This worker must use the on-line 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.

MINIMUM QUALIFICATION: 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 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; Two years of experience as an Income Maintenance Caseworker; or an equivalent combination of training and experience.

PREFERRED EXPERIENCE: NC FAST experience



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APPLICATION PROCESS: Submit state application (PD-107) for employment no later than **Tuesday, August 31, 2021 5:00 p.m.**

to: Division of Workforce Solutions - Hoke County

304 Birch Street, Raeford, NC 28376

Or your local county Division of Workforce Solutions.

- All applications must be received by Hoke County Division of Workforce Solutions on or before the closing date by 5pm.
- All work experience must be included in the work history section of the application with duties and responsibilities listed.
- Resumes are not accepted in lieu of the state application. All job information listed on resume should also be listed on the work history section of the application for work experience consideration.

SELECTION PROCESS: Structured interview for candidates meeting criteria identified as essential for vacancy, evaluation of previous work experience and education, criminal history check, and references. The selected applicant must provide a certified driver's license record check at their own expense.

CONTACT INFORMATION: Questions can be directed to Tera Campbell, Hoke DSS Personnel at (910) 878-1943.