



**POSITION VACANCY - REPOST**  
**Income Maintenance Caseworker III Lead Worker**  
**Position #: 537027**

**OPENING DATE:** 08/17/2021    **PAY GRADE:** 65  
**CLOSING DATE:** 08/26/2021    **SALARY:** \$36,416 -\$51,454 + Benefits

**\*\*\*PREVIOUS APPLICANTS DO NOT NEED TO APPLY\*\*\***

**JOB DESCRIPTION:** This worker is responsible for interviewing the customer, verifying information, determining eligibility, maintaining case records, and making changes to the records. The worker must determine how the changes impact the eligibility of the case. This worker will develop staff training in NC FAST; check Fast Help for daily updates on postcards and job aids; track all Help Desk tickets; and follow up with answers or submit problems with NC FAST. This worker will be responsible to keep the Supervisor informed of changes or problems associated with NC FAST. Other duties may be assigned to this worker when deemed necessary by the Supervisor. This position is also responsible for working in a shelter in the event there is a county emergency relating to a situation which warrants the emergency operations center to activate the opening of a shelter.

**KNOWLEDGE, SKILLS, ABILITIES:** Thorough knowledge of Family & Children's Medicaid program. 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.

**PREFERENCES:** NC FAST experience, Family & Children's Medicaid Caseworker II experience

**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..

**APPLICATION PROCESS:** Submit state application (PD-107) required for employment no later than **Thursday, August 26, 2021 5:00 p.m.** to:

Division of Workforce Solutions - Hoke County Location  
304 Birch Street, Raeford, NC 28376

Or your local county Division of Workforce Solutions.

- All applications must be received by Donna Stone or the Hoke County Department of Social Services 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, evaluation of previous work experience and education, criminal history check, and references. The selected applicant must also provide a certified driver's license records check at their own expenses.

**CONTACT INFORMATION:** Questions can be directed to Tera Campbell at (910) 878-1943.