



Income Maintenance Caseworker III-LTC/SA/Trainer:

Position Number: 165-02-504

Quality Analysis (QA) Unit:

This position reports to the QA, Income Maintenance Supervisor III. Position is split between the roles of being a trainer and aiding the QA Unit staff as a quality assurance reviewer and consultant in the Long-Term Care and Special Assistance programs. It is a vital position in the agency's effort to ensure that caseworkers receive proper training to provide quality services to clients and meet all performance measures and deliverables as required by NCDHHS. The monthly case reviews and monitoring conducted by the QA unit staff provides important feedback to management on the agency's performance in compliance with the economic services performance measures as set forth in the annual memorandum of understanding with NCDHHS as well other state audits and monitoring. The position provides staff development and training to employees assigned to the Economic Services Programs to include tracking the progress of new employees. Position will maintain records of instruction and attendance, develop and update training packages, manuals and training materials and develop resource materials and visual aids as needed to effectively perform duties. Position will train employees on identified errors once Unit Supervisors have released them from programmatic training. Position may carry a small LTC/SA caseload to assist the Adult Medicaid unit during vacancies in LTC/SA. 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:

Thorough knowledge of income maintenance programs assigned. Good mathematical and computational skills. Working knowledge of principles and techniques involved in presenting instructional materials and on-the-job training. Working knowledge of capabilities and uses of audiovisual aids and other training tools and resources. Ability to organize and coordinate training activities; to evaluate student learning; and to maintain accurate records. Ability to train employees in new and existing rules, regulations, policies and procedures. Ability to communicate effectively, both orally and in written form. Ability to work effectively with others and use sound judgement in applying policies, procedures, and training principles. Ability to read, analyze, and interpret rules, regulations and procedures.

Excellent computer skills and the ability to read, analyze and interpret policy, rules, regulations and procedures, job aides, terminal messages, and administrative change notices. Must possess computer skills sufficient to use NC FAST, NC's online case management system as well as various other search engines and software programs. Must be efficient and have excellent organizational skills.

Starting Salary: \$29,572.00 or possibly higher depending on experience and credentials. **Must have worked at least (2) years in an income maintenance program in a Department of Social Services agency in order to fully qualify as an IMC III.** Compensation for full-time employees include excellent benefits that total over \$9,000.00 annually.

Application Period: 12/01/2021-Open Until Filled. Posted: Internal, NC Works Career Center, Edgecombe County Website, NC Social Services Jobs, Indeed.com

Interested candidates must complete and submit an Edgecombe County application. You may pick up and submit your application on the 4th floor of the Human Services Building located at 122 E. St. James Street, Tarboro NC 27886. Applications may also be obtained online at www.edgecombecountync.gov or at the County Human Resources Office on the 4th Floor of the County Administration Building-201 S. Andrews Street, Tarboro NC 27886. Incomplete or unsigned applications will not be considered. **Transcript(s) of undergraduate and/or graduate degree(s) is required at the time of application. Degrees must be received from appropriately accredited institutions.**

Please **mail** completed applications to: **Personnel Office, Edgecombe County Department of Social Services, P. O. Box 370, Tarboro NC 27886** or drop it off on the 4th floor of the Human Services Building located at 122 E. St. James Street, Tarboro NC 27886.

Preferences: Prefer applicants with strong computer skills 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**