



**ROWAN
COUNTY**

NORTH CAROLINA

Be an original.



Job Opportunity Announcement

INCOME MAINTENANCE CASEWORKER III Job #505-1

(TRAINER/LEAD WORKER)

Open Until Filled

Located in the heart of North Carolina's Piedmont, Rowan County is attractively and conveniently nestled between the state's largest city and its Capitol. Rowan County is made up of more than 20 departments and nearly 1,250 employees that are committed to providing a wealth of services to County residents and businesses.

The County is currently accepting applications for the position of **Income Maintenance Caseworker III (Trainer/Lead Worker)**. As a member of the Economic Services training team, this position develops and implements training material for the assigned program and tracks the progress of new employees; trains staff in new program policy directives; completes second party reviews in Economic Services programs. This position assists caseworkers and supervisors in ensuring timely and accurate processing using required NC FAST and program policy knowledge; reports information to caseworker supervisor regarding case reviews; troubleshoots eligibility system barriers when necessary; develops, plans, and conducts remedial training as needed; and maintains knowledge to serve as Lead Worker and cover vacant caseloads as needed when workload allows.

Requires a thorough knowledge of the Food and Nutrition Services, Medicaid, Energy and Special Assistance Programs and of the federal, state, and county rules and regulations governing eligibility for assistance under various programs; thorough knowledge of the reference sources to utilize in verification of information received from applicants and clients; ability to comprehend fairly complex information contained in rules, regulations, and procedures and of fairly complex forms related to the work; skill in mathematical reasoning and computation; and the ability to train employees in new and existing rules, regulations, policies, and procedures. Requires excellent written and verbal communication skills, organizational and time management skills, and motivated self-starter.

Requires a Bachelor's Degree in Human Services, Business Administration, Accounting, or a related area and two years of experience as an IM Caseworker; or an Associate's Degree in a related area and three years of experience as an IM Caseworker; or an equivalent combination of education and experience. Degrees/coursework must be from an appropriately accredited institution..

Starting salary \$45,700—\$50,200 (commensurate with experience) and excellent benefits package.

Apply online at www.rowancountync.gov/jobs. Individuals with disabilities may request application accommodations by calling HR at (704) 216-8101. The County administers pre-employment drug tests and criminal background checks for all positions. Some positions may require a physical exam, credit check, and/or a driving history check depending upon the position. Rowan County is an Equal Opportunity Employer.

