**Position**: IMCW III – QA – Adult Medicaid

**Position Status**: Full-Time

**Department**: Social Services

**Salary**: $45,671.19

**Opening Date**:August 9, 2022

**Closing Date**:August 23, 2022

**Position Description**:

Employees in this class are responsible for reviewing cases in Adult Medicaid. Attention to detail is imperative in this work. The employee works with EB staff closely to identify errors and make corrections. The ability to deliver constructive criticism regularly is required. Employees in this class will interpret State and Federal policies and communicate changes and/or discuss gray areas with staff. Employee attends local hearings and will assist staff in preparing hearing summaries. The employee should have the ability to collect data and develop training based on needs identified in QA reviews. This position will interpret both State and Federal policies, which are frequently changing, and assure that they are appropriately applied to each and every situation so that a proper determination of eligibility for Economic Service Programs and educate staff on changes. Work is directly supervised by the Economic Benefits Program Manager and indirectly by the IM Supervisor II.

**Responsibilities**:

* Provide staff with in-depth training in becoming knowledgeable of appropriate program rules and regulations.
* Provide staff with an understanding of the application of rules and regulations.
* Provide basic skills in interviewing.
* Educate staff about available resources and how to use them.
* Assist staff with organizing workload and assigned duties.
* Provide staff with training and interpretation of new and changed policies.
* Review policy to ensure correct interpretation and application.
* Assist staff in areas of weakness to provide corrective action.
* Assist with workload management.
* Provides feedback to staff and agency management on progress and needs.
* Develops initial and ongoing training plan.
* Review case records to determine accuracy as to policy application, completeness of caseworker’s investigations, and to assure correct decisions are made.
* Evaluates areas of weakness in staff to provide additional training and corrective action.
* Provides feedback to staff and agency management on areas of need.
* Conducts targeted monitoring when areas of need are identified.
* Work with staff on problems of understanding policy interpretation and/or application of policy or clearing issues encountered in NCFAST.
* Assist staff on an individual basis with resolutions of problem cases.
* Act as an NCFAST troubleshooter for the agency.
* Completes reports and surveys.
* Completes FRR and BEER reports.
* Provides input on work plans and other staff development or disciplinary tools.
* Creates reports on agency accuracy, and timeliness in economic programs.
* Monitors reports for compliance in the agency’s MOU with DHHS.
* Conducts security and confidentiality training for new staff.
* Will assist with casework in times of need.
* Will act as a shelter manager.
* Will be a professional role model for the staff.

**Additional Job Duties**

* In the event of an emergency, as determined by the County Manager or designee, participation in preparedness and response operations is expected.
* The employee is required to fill a temporary assignment in a role different from standard duties, work hours, and/or work location in preparation for, during, and after the emergency.
* The employee is also required to participate in relevant exercises and regular preparedness training.

**Qualifications**:

* Two years of experience as an Income Maintenance Caseworker; or
* An equivalent combination of training and experience.