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| **Position #**  | **Position NAmE: Eligibility Supervisor** | **Department:** **Human Services Agency** |
| **Hiring Salary Range:** $38989-58483 | **Pay Grade: 67 – Exempt** |
| **Work Schedule/Requirements:**  Generally Monday – Friday 8am to 5pm, or as assigned |
| **Primary job function and duties:** This position supervises, trains, leads and develops staff of a blended team of eligibility specialists that administer the following public assistance programs within the NC FAST System: Food & Nutrition Services, Family & Children’s Medicaid, NC Health Choice, Adult Medicaid, Work First Program, Low Income Energy Assistance Program, Crisis Intervention Program, Child Support and Subsidized Child Care Services. Supervisor responsibilities include the on-going ability to assess how cases are processed due to continual changes in rules, regulations, policies, and procedures in the administration of the income maintenance programs. Assures that applications and case management is completed accurately and timely using the NC FAST System. Responsibilities include the assignment and balancing of workloads and assessing training needs of staff and providing clarification on state and federal policy changes guidelines. This position will be responsible for the on-going evaluation of staff, including recommending disciplinary actions and developing corrective action plans. Will be required to complete second party reviews and state quality assurance reports as well as annual performance appraisals. Eligibility supervisor will be responsible for holding individual and group conference to review casework; maintaining cooperative relationships with Public and Private entities; interviewing potential job applicants in concert with higher level management. Perform other duties as required.**Supervised by:** Assistant Human Services Director**Minimum Qualifications:** * *Education and Experience: High School Diploma- Must possess at least 3 years’ experience as an income maintenance caseworker.*
* *Valid Driver’s License*
* *Able to communicate effectively with people of varying backgrounds, and establish effective working relationships with supervisors, the public, as well as other employees.*
* *Able to work independently, prioritize tasks, organize work and ensure deadlines are met.*
* *Basic Supervisor/Management Skills –*Must be able to be assess information and make independent decisions on assigned program areas. Must be a positive team player and have the ability to instruct, organize, direct work, multi-task and supervise lower level employees. Must be able to empower their staff to make decisions.
* *Considerable knowledge of office software and technology to include spreadsheets, data bases, financial applications and word processing.*
* *Ability to operate office machines such as a computer, copier, FAX, and scanner.*
* *Ability to record information, balance figures, and arrange/place records, reports and files into proper sequence.*
* *Ability to collect and interpret data.*
* Have sound knowledge of the use of income maintenance manuals.
* Have considerable knowledge of need, problems, and attitudes of disadvantaged populations.
* Experience in the NC Fast System
* *Physical Requirements –* able to sit for extended periods of time, viewing a computer monitor/using a keyboard and mouse, walking, standing, bending, stooping and occasionally lifting up to 25 pounds.

 **Preferred Qualifications:** *-Experience in all income maintenance programs this position supervises.**-One year of supervisory experience or lead worker.*  |
| **Special Notes Concerning This Position:*** For any employee who has not satisfactorily completed the NCFast Core and Job Specific Certifications, the certifications must be completed within 30 days of hire. NCFast Core Certification requires a score of 70 or higher on the exam and Job Specific Competencies require a score of 75 or higher. Certification must be maintained based on State requirements.
* The duties of this position may also include assistance with sheltering operations and working medical countermeasure events during natural disasters and public health emergencies.
* A background check, drug screen and motor vehicle report will be required prior to hire.
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Employee Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_