



ROWAN COUNTY DEPARTMENT OF SOCIAL SERVICES NORTH CAROLINA



Job Opportunity Announcement

Income Maintenance Supervisor II Job #733-1

(Quality Assurance—Social Services)

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 Supervisor II, which directly supervises the positions of Income Maintenance Trainer/Lead Worker and Income Maintenance Investigator, providing leadership, direction, coaching, and performance evaluation. Works collaboratively with Economic Services Division (ESD) leadership to oversee quality improvement, quality assurance, compliance, and utilization review functions in Medicaid, Food and Nutrition Services, Subsidized Childcare Assistance, Program Integrity, Energy Assistance, Special Assistance Programs, and Work First programs. Oversees internal audits and record reviews and coordinates external audits of division programs. Gathers data related to program compliance trends and tailors staff development accordingly.

Requires considerable knowledge of all Economic Services Programs, forms, documents, and manuals used to determine eligibility; considerable knowledge of data management; skill in mathematical reasoning and computation; and ability to instruct, organize, direct, and supervise lower-level employees performing income maintenance duties. Requires knowledge and successful navigational skill in NCFAS, Microsoft Office programs, and a document management system, with a preference for candidates who have experience using the Compass Pilot document management system. Requires a bachelor's degree and three years of experience as an Income Maintenance Caseworker; an associate degree in human services, Business Administration, or related area and four years of experience as an Income Maintenance Caseworker; or an equivalent combination of education and experience. All degrees must be from an accredited college or university.

Requires a Bachelor’s Degree in Human Services, Business Administration, Accounting, Paralegal or related field and three years of work experience as an IM Caseworker or Investigator; an Associate’s Degree in Human Services, Business Administration, or related area and four years of work experience as an IM Caseworker or Investigator; or an equivalent combination of education and experience. Requires demonstrated skill in written and verbal communication, as well as proficiency in Microsoft Office software, document management software, and case management software programs. Candidates with at least one year of supervisory experience, NC Caseworker Certification, and bilingual (Spanish) skills are preferred. All degrees/coursework must be from an appropriately accredited institution.

Applications should include details of applicable skills, certifications, education, and work history consistent with the requirements listed in this job posting.

Starting Salary \$51,400 - \$56,500 (commensurate with experience) and excellent benefits package available.

Apply online at www.rowancountync.gov/jobs.

Individuals with disabilities may request application accommodations by calling HR at (704) 216-8100. 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