



Forsyth County (NC)

Income Maintenance Caseworker II (All Economic Services Programs)

SALARY	\$18.74 - \$21.55 Hourly \$38,979.20 - \$44,826.08 Annually	LOCATION	Winston-Salem, NC
JOB TYPE	Full Time	JOB NUMBER	07466
DEPARTMENT	Social Services	DIVISION	Economic Services
OPENING DATE	03/19/2024	CLOSING DATE	3/31/2024 11:59 PM Eastern

General Statement of Duties

The Department of Social Services is seeking highly self-motivated, dependable professionals to determine eligibility in several Economic Services programs. The successful candidate must have exceptional customer service skills and be able to work with a diverse population. The successful candidate must be able to interpret complex rules and regulations and use solid judgment to make appropriate eligibility decisions. Determining eligibility requires the successful candidate to obtain and verify pertinent data concerning a customer's family composition, financial, and employment, etc. The candidate must be able to empathically provide information to customers on program requirements based upon the policies of the Department of Health and Human Services. And the successful candidate must be able to utilize agency procedural guides in accomplishing work based on Federal and State regulations. Good mathematical reasoning and computational skills are required.

Note - This position can be filled in a work against capacity at the Income Maintenance Caseworker I classification. A work against capacity allows for the suitable candidate to obtain the required 1 year of experience by working in a lower classification. The lower classification has an hourly starting pay of \$17.85. Once the requirement is met, you will become eligible for an increase in pay equivalent to that of an IMCW II. Hourly starting pay of IMCW II is \$18.74.**

Distinguishing Features

The successful candidates will be able to interpret complex rules and regulations and use good judgment to make appropriate eligibility decisions. They will also have the following knowledge, skills, and abilities:

- Basic knowledge of universal computer technology and general office equipment;
- Exceptional organizational skills;
- Exceptional customer service skills;
- Ability to perform basic mathematical calculations;
- Ability to work quickly within deadlines;
- Ability to type 40 words per minute (or faster) and;
- Ability to thrive in a team-oriented environment.

This position calls for the ability to work in a fast-paced, evolving environment.

Individual must support the Forsyth County Guiding Principles of We Care Integrity, Awareness, Accountability, Respect and Excellence

This position calls for the ability to work in a fast-paced, continuously evolving environment.

The ability to communicate with customers from diverse backgrounds

Minimum Education and Experience

Graduation from high school or GED and three years of paraprofessional, clerical or other public contact experience which may include negotiating, interviewing, explaining information, gathering and compiling data, analyzing data and/or the performance of mathematical or legal tasks.

****Will consider the following qualifications as a work-against****

Graduation from an accredited associate degree program in Human Services Technology, Social Services Associate, Paralegal Technology, Business Administration, Secretarial Science or a closely related curriculum; or graduation from high school and two years of paraprofessional, clerical, or other public contact experience which included negotiating, interviewing, explaining information, gathering and compiling of data, analysis of data and/or performance of mathematical or legal tasks with at least one year of such experience being in an income maintenance program; or graduation from high school and three years of paraprofessional, clerical or other public contact experience which included negotiation, interviewing, explaining information, the gathering and compiling of data, the analysis of data and/or the performance of mathematical or legal tasks; or an equivalent combination of training and experience.

One year of experience in an income maintenance program may substitute for two of the three years of relevant experience.

An equivalent combination of education and experience may be considered for minimum qualification requirements.

Advanced communication skills and customer service experience are preferred.

Previous NCFAST experience preferred.

Bilingual skills (English/Spanish) are a plus.

The preferred candidate possesses a minimum of 1 year experience in Program and 1 year experience in NCFAST.

Essential Duties and Responsibilities

Essential duties and responsibilities include but are not limited to:

- Interviews clients to obtain required information;
- Explains program requirements;
- Completes initial applications;
- Verifies the information obtained from clients and;
- Determines clients' eligibility.

Agency

Forsyth County (NC)

Address

201 N. Chestnut St.

Winston Salem, North Carolina, 27101

Phone

336-703-2400

Website

<http://www.forsyth.cc>

Income Maintenance Caseworker II (All Economic Services Programs) Supplemental Questionnaire

*QUESTION 1

The following supplemental questions may be used as a scored evaluation of your knowledge, skills and experience. Be certain that the choices you make correspond to the information you have provided on your application. Please be as honest and accurate as possible. You may be asked to demonstrate your knowledge and skills in a work sample or during a hiring interview. By completing this supplemental evaluation you are attesting that the information you have provided is accurate. Any information you provide may be reviewed by the hiring manager. Any misstatements or falsification of information may eliminate you from consideration or may result in dismissal. "See resume" is not an acceptable answer to the questions.

- Yes I understand and agree
- No I do not agree

*QUESTION 2

Please select your highest level of completed education.

- Some high school
- High school diploma or GED
- Some college, trainings, certifications
- Completion of a vocational program
- Associate's degree
- Bachelor's degree
- Master's degree or higher

*QUESTION 3

What best describes your years of experience in eligibility, case management or related work?

- No experience
- Less than 2 years
- 2 to 4 years
- 4 to 6 years
- More than 6 years

*QUESTION 4

In which of the economic services and/or functional areas are you proficient? Select all that apply

- Medicaid Services
- Child Care Subsidy Services
- Work First
- Program Integrity
- Food and Nutrition Services
- Energy Program
- None of the above

***QUESTION 5**

How many years of experience do you have working with NC Families Accessing Services through Technology (NCFAST) or similar programs?

- No experience
- Less than 2 years
- 2 to 4 years
- 4 to 6 years
- 6 to 8 years
- More than 8 years

***QUESTION 6**

Please select the computer applications in which you are proficient. Select all that apply.

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Microsoft Publisher
- Gmail
- Google Docs
- Google Sheets
- Google Slides
- Google Drive
- Docuware
- NCFast
- None of these

***QUESTION 7**

What best describes your years of experience in customer service?

- No Experience
- Less than 3 years
- 3 to 5 years
- 5 to 7 years
- 7 to 10 years
- More than 10 years

***QUESTION 8**

Are you able to type 45 words per minute or faster?

- Yes
- No

***QUESTION 9**

Which best describes your years of experience working in an office environment?

- No experience
- Less than 2 years
- 2 to 4 years
- 4 to 6 years
- More than 6 years

***QUESTION 10**

Do you have experience working for a public sector Social Services department (city, county, state, etc.)?

- Yes
- No

***QUESTION 11**

Which best describes your years of experience training and mentoring new employees?

- No experience
- Less than 2 years
- 2 to 4 years
- 4 to 6 years
- More than 6 years

***QUESTION 12**

If given a choice, which of the programs listed below, would you prefer working in? Select all that apply.

- Medicaid Services
- Child Care Subsidy Services
- Work First
- Program Integrity
- Food and Nutrition Services
- Energy Program

*** Required Question**