



Forsyth County (NC)

Income Maintenance Caseworker III (Medicaid QA/Training)

SALARY	\$19.67 - \$22.62 Hourly \$40,913.60 - \$47,050.64 Annually	LOCATION	Winston-Salem, NC
JOB TYPE	Full Time	JOB NUMBER	07454
DEPARTMENT	Social Services	DIVISION	Economic Services
OPENING DATE	03/07/2024	CLOSING DATE	3/22/2024 11:59 PM Eastern

General Statement of Duties

The Department of Social Services is seeking a highly motivated, dependable professional with advanced communication and exceptional customer service skills. The successful candidate will support the Training and Quality Assurance unit that provides a window of services and support to the Medicaid Services Division.

Distinguishing Features

The Income Maintenance Caseworker III must have exceptional organizational skills, the ability to work quickly within deadlines, proficient knowledge of universal computer technology, Microsoft office, interpersonal/intrapersonal skills, conflict resolution skills, and train, mentor, and provide policy guidance to employees. This candidate must also have a general knowledge of standard office equipment and thrive in a team-oriented, fast-paced environment.

This position calls for the ability to work in a fast-paced, evolving environment and at times may have to train in different locations. Also, this position may call for overtime due to the Agency needs.

Minimum Education and Experience

Graduation from high school or GED.

A higher education level may be considered as a substitution for all or part of the experience requirement.

Two years of experience preferred as an Income Maintenance Caseworker with knowledge of public assistance programs as well as a concentration in two or more programs which includes: Family & Children Medicaid, Adult Medicaid including Private Living, Long- Term Care, special Assistance, Non- Emergency Medicaid Transportation as well as a strong knowledge of NCFAST partnered with an ability to analyze data, develop curriculum, schedules, and the capability to provide training in a virtual setting.

Agency

Forsyth County (NC)

Address

201 N. Chestnut St.

Winston Salem, North Carolina, 27101

Website

<http://www.forsyth.cc>

Phone

336-703-2400

Income Maintenance Caseworker III (Medicaid QA/Training) 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 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 4**

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 5**

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

- No experience
- Less than 2 years
- 2 years to less than 5 years
- 5 years or more

***QUESTION 6**

What best describes your years of experience in training, facilitating, and mentoring?

- No experience
- 1 - 2 years
- 2 - 3 years
- 3 or more

***QUESTION 7**

With which software are you proficient (choose all that apply)?

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Google Docs
- Google Sheets
- Google Forms
- Google Slides

* Required Question