



## Forsyth County (NC) Income Maintenance Supervisor (FCMA Medicaid)

<b>SALARY</b>	\$26.36 - \$30.31 Hourly \$54,828.80 - \$63,044.80 Annually	<b>LOCATION</b>	Winston-Salem, NC
<b>JOB TYPE</b>	Full Time	<b>JOB NUMBER</b>	07453
<b>DEPARTMENT</b>	Social Services	<b>DIVISION</b>	Economic Services
<b>OPENING DATE</b>	03/08/2024	<b>CLOSING DATE</b>	3/22/2024 11:59 PM Eastern

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### General Statement of Duties

The Department of Social Services is currently seeking a highly motivated, dependable professional to supervise a team of Family and Children's Medicaid Income Maintenance Caseworkers within the Economic Services Division.

### Distinguishing Features

The successful candidate must have exceptional customer service skills and be able to work with a diverse population. The candidate must be able to interpret complex rules and regulations and use solid judgment to make appropriate eligibility decisions. Determining eligibility requires the candidate to obtain and verify pertinent data concerning a customer's family composition, financial, and employment information, etc. The candidate must be able to empathically provide information to customers on program requirements based upon the policies. 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.

### Minimum Education and Experience

Graduation from high school or GED and three (3) years of experience as a caseworker or investigator in an income maintenance program. A higher education level may be considered as a substitution for all or part of the experience requirement.

One year of supervisory experience is preferred.

Four-year college degree preferred.

The preferred candidate will have at least 3 years' experience in Family & Children Medicaid Services policy and processing recertifications in NCFAS, at least 1 year of supervisory experience and a 4-year degree.

Valid driver's license is required.

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**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 Supervisor (FCMA Medicaid) 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**

Did you graduate from college with a four-year degree in a human services field or related curriculum?

- Yes
- No

**\*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**

**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 6**

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

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

**\*QUESTION 7**

**Please select the computer programs and software in which you are proficient. Select all that apply.**

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Gmail
- Google Drive
- Google Documents
- Google Sheets
- Google Slides
- DocuWare
- NCFAST
- None of these

**\*QUESTION 8**

**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 9**

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

- Yes
- No

**\*QUESTION 10**

**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 11**

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

- Yes
- No

**\*QUESTION 12**

**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

**\* Required Question**