



## Forsyth County (NC) Income Maintenance Supervisor (FNS)

<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>	07397
<b>DEPARTMENT</b>	Social Services	<b>DIVISION</b>	Economic Services
<b>OPENING DATE</b>	02/19/2024	<b>CLOSING DATE</b>	Continuous

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### General Statement of Duties

The Forsyth County Department of Social Services is currently seeking a highly self-motivated, dependable professional to supervise a team of Food and Nutrition Income Maintenance Caseworkers within the Economic Services Division.

**\* This position is being re-advertised. All applicants are still being considered. If you have already applied for this position, then resubmitting an application is not necessary to be considered. \***

### 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.

The Income Maintenance Supervisor position requires the ability to manage the workflow of ten blended Income Maintenance Caseworkers plus one Lead Caseworker. The Supervisor will audit case records, be a policy resource for staff, and complete various reports and paperwork all within set deadlines. This person will also conduct unit meetings, complete performance appraisals and reviews, and will be responsible for monitoring the quality and quantity of work produced within the unit.

The ideal candidate will be highly efficient with technology and have analytical, mathematical, decision making, and organizational skills. In addition, we are seeking candidates who have the ability to work in a professional office environment, use databases and various software, communicate effectively with a diverse clientele base, and the ability to perform duties in accordance with policies and procedures.

Individual must support the Forsyth County Guiding Principles of WeCare which include 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 (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 preferred.

Four-year college degree preferred.

The preferred candidate will have at least 3 years experience in Food and Nutrition Services policy and processing recertifications in NCFASST, at least 1 year of supervisory experience and a 4-year degree.

Valid driver's license required.

## Essential Duties and Responsibilities

Essential functions include but are not limited to:

- Provides information to clients on program requirements;
- Obtains all pertinent intake data concerning the clients' family compensation, financial, employment, and health status;
- Processes clients' applications through the verification of all information obtained during intake;
- Provides information to lower level staff regarding program policies and regulations for more difficult or complex cases;
- Review clients' cases on a periodic basis in order to verify the clients' eligibility for continued participation in the program and;
- Supervises a unit of Income Maintenance Caseworkers who are involved with all eligibility functions.

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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 (FNS) 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 much experience do you have in working with NCFAS?**

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

**\*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

**\*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 of customer service?**

- No Experience
- Less than 2 years
- 2 to 4 years

- 4 to 6 years
- More than 6 years

**\*QUESTION 13**

**Do you have a valid driver's license?**

- Yes
- No

\* Required Question