



Forsyth County (NC) Income Maintenance Supervisor (Training/QA Medicaid)

SALARY	\$26.36 - \$30.31 Hourly \$54,828.80 - \$63,044.80 Annually	LOCATION	Winston-Salem, NC
JOB TYPE	Full Time	JOB NUMBER	07458
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 Forsyth County Department of Social Services seeks a highly motivated, dependable professional who is driven by developing and training adult learners for success and their fullest potential. The ideal candidate will possess outstanding written and verbal communication skills, organizational skills, mathematical and analytical skills, and the ability to multitask in a fast-paced, high-volume work environment. The candidate should also be proficient in Microsoft software and be familiar with the computer systems associated with Economic and Medicaid Services.

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

This position will serve as a Supervisor for an Income Maintenance Caseworker III team of Medicaid Service staff.

Distinguishing Features

The primary purpose is to supervise an Income Maintenance Caseworker III team that performs professional and analytical work evaluating programs and providing staff development services such as facilitating training and technical assistance. In addition, this person will need to be the subject matter expert for programs in one or more of the Medicaid Programs such as Family and Children's Medicaid, Adult Medicaid, and NEMT. In this position, the supervisor will complete duties under the supervision of the Quality Assurance and Training Program Manager.

This position requires thorough knowledge of NCFAST, techniques, complex casework, federal and state laws, policies and procedures, program rules, directives, professional ethics, and quality assurance standards. Considerable knowledge of adult learning theory. Knowledge of program evaluation techniques and provision of services; personnel management and casework supervision; principles and methods of curriculum design and training design; human behavior and performance.

Working knowledge of office equipment, audiovisual equipment, computers, and applicable software applications. Ability to write policies, practices, and procedures; to work with multidisciplinary teams; to present and speak effectively to a wide range of groups using a variety of techniques or formats; to develop training materials; to facilitate group discussions; to analyze, compile, present, and interpret data in a meaningful method to others; to establish and maintain effective working relationships with agency staff and community partners, and to attend work regularly.

Minimum Education and Experience

High School diploma or GED equivalent and three (3) years of experience as a caseworker or investigator in a Medicaid Services program (Family and Children's Medicaid and/or Adult Medicaid).

Four-year college degree preferred.

Higher education is preferred and may be considered a substitution for all or part of the experience requirement. knowledge of NCFAST is preferred.

Valid driver's license required.

Essential Duties and Responsibilities

- Responsibilities will include identifying training needs for Family and Children's Medicaid, Adult Medicaid, and NEMT Programs by taking action to ensure Agency-wide compliance.
- Assist managers and supervisors in identifying needs, objectives, and strategies for programs, work performance, and training through case reviews.
- Develop, recommend, and assist in implementing standardized work methods and practices.
- Monitor improvements of individual workers' and supervisors' compliance with laws, policies, and standards based upon ongoing monitoring of records.
- Develop broad training objectives based on case reviews and discussions with their immediate manager, Division Directors, Agency Director, and other management staff.
- Work with management to create and write consistent policies, practices, and guidelines to enhance the delivery of professional work practice among all staff.
- May attend conferences, federal, state, and county audits, staff with the legal department, and perform training to enhance the staff's skill set.
- Must be able to interpret laws and policy changes developed by the NCDHHS and participate in ongoing agency and community meetings.
- Perform related tasks as needed, including but not limited to emergency shelter operations.
- May have to lift and stand 'or long periods when facilitating training.

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 (Training/QA 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**

What best describes your years of experience of customer service?

- No Experience
- 1 to 2 years
- 2 to 5 years

***QUESTION 4**

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 5**

Which best describes your years of experience working with NCFAST?

- No experience
- Less than 1 year
- 1 to 2 years
- 2 to 3 years
- 3 to 4 years
- More than 5 years

***QUESTION 6**

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 7**

Do you have a valid driver's license?

- Yes
- No

* Required Question