



POSITION VACANCY

Income Maintenance Caseworker II

Position #: 537013 & 537029

OPENING DATE: 04/30/24 **PAY GRADE:** 64
CLOSING DATE: Open Until Filled **SALARY:** \$38,237 - \$42,206 + Benefits

JOB DESCRIPTION: The employee in this full-time position is responsible for the total process of determining and re-determining applicant/client eligibility in the Work First Family Assistance (WFFA) program (which consists of components of the TANF program), along with assisting the Medicaid units, and backup other programs within the Family Support Services (FSS) Section of the Department of the agency when needed. Work at this level includes the comprehensive process of interviewing clients to obtain required information, completing initial applications, verifying the information obtained, determining eligibility and completing scheduled program reviews and processing case changes according to mandated guidelines into the NC FAST system. The employee must explain program requirements and options and advise or refer clients to other program services as appropriate. Applicant must have computer maneuverability and good communication skills.

KNOWLEDGE, SKILLS, ABILITIES: Applicant should have considerable knowledge of the program/areas of assignment and application processing. Applicant should be able to read, analyze, interpret and apply rules, regulations and procedures used to correctly determine program eligibility. Should be able to communicate effectively and tactfully, with people of varied social economic and educational backgrounds, to obtain pertinent data and verify information in determining program eligibility. Have general knowledge of all agency and community programs and services which could affect the client/applicant. Possess good mathematical reasoning and computational skills. Ability to perform caseworker functions within structured time frames.

MINIMUM QUALIFICATION: One year of experience as an Income Maintenance Caseworker; or an equivalent combination of training and experience.

PREFERRED EXPERIENCE: NC FAST Experience, Work First Family Assistance Program Experience, Family & Children’s Medicaid

APPLICATION PROCESS: Submit state application (PD-107) required for employment to:
Division of Workforce Solutions - Hoke County Location
304 Birch Street, Raeford, NC 283

- All applications must be received by the Hoke County Division of Workforce Solutions
- Applications emailed, faxed, dropped off or mailed directly to Hoke DSS Office will not be accepted. Please submit applications to Division of Workforce Solutions
- All work experience must be included in the work history section of the application with detailed duties and responsibilities listed.
- Resumes are not accepted in lieu of the state application. All job information listed on resume should also be listed on the work history section of the application for work experience consideration.

SELECTION PROCESS: Structured interview for candidates meeting criteria identified as essential for vacancy, evaluation of previous work experience and education, criminal history check, and references. **The selected applicant must provide a driver’s license record check at their own expense.**

CONTACT INFORMATION: Questions can be directed to Deidra Hadley at (910) 878-1943.