



Madison County Department of Social Services

Connie M. Harris, MPA
Director

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5707 U.S. Hwy 25/70, Unit D
P.O. Box 219
Marshall, NC 28753

VACANCY ANNOUNCEMENT

TITLE: Income Maintenance Caseworker III
Economic Services

POSITION #:

GRADE: 65

Salary Range: \$29,750

DESCRIPTION OF WORK:

The Income Maintenance Caseworker III's primary responsibility is to take, process, determine and re-determine applications in Adult Medicaid in the Adult Long Term Care program. Work involves interviewing clients and collaterals using various complex automated systems to include explaining the requirements and benefits of programs. Duties also include researching and evaluating resources, verifying information, processing applications; explaining and recommending programs, checking property and assets and documenting findings and the status of the case. This position also serves as the Estate Recovery Coordinator. Other duties may be assigned to the worker when deemed necessary by the Supervisor.

The worker in this position must be human-services oriented and possess the ability to interact well with the Supervisor, Co-workers, and Customers and be able to work in a team environment. This worker must respond to disasters as needed in accordance with Madison County DSS policy, in the event of a natural or man-made disaster or upon the declaration of a state of emergency by the Madison County Emergency Management Office.

This worker must use the online program manuals and DSS Administrative Letters as appropriate. This employee is expected to make the final decision in determining eligibility by applying written policy, but be able to recognize situations that should be referred to the Supervisor for clarification.

KNOWLEDGE, SKILLS AND ABILITIES

Excellent computer skills sufficient to use NC FAST and the ability to key information accurately according to program guidelines. General knowledge of all agency and community programs and services which could affect the client/applicant. Worker must possess excellent interviewing, listening, reasoning, organizational and computational skills with the ability to read, comprehend, interpret and evaluate documents from a multitude of sources. Worker must possess the ability to manage and work independently and under stress, be extremely organized yet sufficiently flexible to meet unplanned assigned work. The ability to prioritize, use good sound judgment and multitask is an essential requirement. Good mathematical reasoning skills and the ability to communicate with clients, applicants and the public to obtain data and to explain and interpret Income Maintenance rules, policies and procedures. Ability to understand the needs and problems of customers/applicants. This position requires careful visual attention to minute details, excellent mental concentration, and extensive manipulative skills. Worker must have the ability to communicate effectively and develop a satisfactory relationship with people of all socioeconomic backgrounds and must have the ability to perform caseworker functions within structured time frames.

MINIMUM TRAINING AND EXPERIENCE:

One year of experience as an Income Maintenance Caseworker II.

CONDITIONS OF EMPLOYMENT: Each applicant who is tendered an offer for employment for any position with Madison County Department of Social Services shall be tested for the use of drugs specified in the Agency Policy. Refusal to submit to testing shall be basis for withdrawal of the conditional employment offer. Valid N. C. Driver's License and own transportation required. Criminal Background Check required.

APPLICATION PROCESS: Applicants will be given credit only for information provided in response to this announcement. No additional information will be solicited or considered by this office, therefore, persons who submit incomplete applications may not receive full credit for their education, training and experience. Applicants will not automatically be given credit based on their position title.

A NC State Application Form (PD 107) must be submitted to:

Connie M. Harris, MPA
Director
Madison County DSS
5707 U.S Hwy 25/70, Suite 1
Marshall, N. C. 28753

AN EQUAL OPPORTUNITY EMPLOYER

or
charris@madisoncountync.gov

or
828-649-3687 (Fax)

CLOSING DATE: Open Until Filled