



# Madison County Department of Social Services

Connie M. Harris, MPA  
Director

Telephone: 828-649-2711  
Fax: 828-649-3687

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

## VACANCY ANNOUNCEMENT

**TITLE:** Income Maintenance Caseworker II  
**POSITION #:** 213-02-650  
**GRADE:** 63  
**HIRE RATE:** \$30,886 - \$32,386

**DESCRIPTION OF WORK:** This employee performs activities in the Economics Series Unit which includes: Program Integrity; State-County Special Assistance and State-County Special Assistance In-Home Programs; Hearing Officer; Long Term Care back up and Control/Security Officer.

### **Program Integrity (40%)**

The employee will be responsible for investigating and gathering facts from public welfare applicants and community services to determine if proper eligibility determination procedures have been implemented and if fraudulent practices have occurred. Employee performs investigative procedures to establish wage verifications, household compositions, and other services received by applicants. Obtains or verifies data concerning family health and financial matters on special cases referred by Income Maintenance Caseworkers or supervisors. Initiates procedures for prosecution of fraudulent cases, determines overpayment amount, prepares cases for court action and testifies in court for cases prosecuted for suspected fraud. Requires the ability to work effectively in a teamwork setting and maintain a cooperative and effective working relationship with team members, community professionals, and agency leaders. Must possess the mental ability to assimilate, evaluate, and apply knowledge. Must possess and be able to demonstrate intermediate personal computer skills.

The employee must have a sound working knowledge of the public assistance programs, i.e., Food and Nutrition Services, Work First Family Assistance, Medicaid, State-County Special Assistance, Child Care Subsidy and other programs.

### **State-County Special Assistance and State-County Special Assistance In-Home (30%)**

The employee takes, processes and re-determines eligibility for the State-County Special Assistance program (SA), a Supplemental Security Income (SSI) state supplement paying cash benefits to eligible recipients who reside in licensed adult/family care homes and assisted living facilities authorized to receive SA payments.

The employee takes, processes and re-determines eligibility for the State-County Special Assistance In-Home Program (SA-IH). SA-IH provides an alternative to placement in a facility by providing a cash supplement to individuals who desire and are able to live at home safely with additional supportive services.

### **Control/Security Officer (15%)**

The employee is responsible for receiving, logging, distributing, collecting and storing monthly Financial Resources Report (FRR) and Beneficiary Earnings Exchange Reports (BEER).

The employee also provides security training for new employees and annual security training for the Economic Services unit.

### **Local Hearing Officer (10%)**

The employee receives requests of appeal for denied public assistance program, schedules and conducts hearing and renders written decisions to all parties.

## **Long Term Care Medicaid Back-Up (5%)**

The employee interviews clients, explains requirements and benefits, processes applications and completes re-certifications with a small portion of the agency's caseload in this program.

The employee also works in Disaster Shelter, assist the Economic Services unit in covering vacancies throughout the programs when needed, and performs other duties as assigned.

Regular, predictable work attendance is expected and is required.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Good mathematical reasoning and the ability to maneuver complex computer systems. Ability to communicate with 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 applicants. Ability to learn multiple program areas and all programs and services which may affect the applicant. Ability to use the computer for data entry or word processing.

**MINIMUM TRAINING AND EXPERIENCE:** Graduation from an accredited associate degree program in Human Services Technology, Social Services Associate, Business Administration, or closely related curriculum; or graduation from high school and two years of paraprofessional, clerical, or other public contact experience which included negotiating, interviewing, explaining information, gathering and compiling data, analysis of data and/or performance of mathematical or legal tasks with at least one year of such experience being in an income maintenance program. A BA or BS qualifies an applicant for the IMC I, a prerequisite for IMC II.

**Applicants who have successfully completed the following courses offered through the North Carolina community college system are strongly encouraged to apply: Human Services Exploration: DSS Caseworker Phase I and Human Services, Introduction: Phase 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.

**Please note that due to the volume of applications received for some position, we are unable to provide information regarding the status of your application unless you are selected for an interview.**

A NC State Application Form (PD 107) and a Certified College Transcript (if applicable), or a Certified High School Transcript must be submitted to:

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

[charris@madisoncountync.gov](mailto:charris@madisoncountync.gov)

Fax: 828-649-3687

**AN EQUAL OPPORTUNITY EMPLOYER**

**CLOSING DATE: Open Until Filled**