



# 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, Suite 1  
Marshall, NC 28753

## VACANCY ANNOUNCEMENT

**TITLE:** Income Maintenance Caseworker II (Quality Control)  
Economic Services  
**GRADE:** 63  
**HIRE RATE:** \$30,886

### DESCRIPTION OF WORK:

This employee will provide intensive quality control monitoring of all Economic Services programs to assist with the improvement of quality service delivery for clients, to assure consistency and quality of determination of eligibility, and to ensure compliance with local, state and federal policy and law. This employee will provide feedback to and follow up with caseworkers to confirm that corrections have been applied to cases, will notify supervisors of trends indicating that individual or groups of caseworkers require additional training in program policy or NC FAST, and will assist supervisors with individual and group training when necessary.

This employee will evaluate case records and benefit amounts to ensure that proper procedure is followed in the delivery of client benefits; will utilize assessment tools and data collection methods to identify service delivery strengths and needs and will remain abreast of policy changes across all public assistance programs within Economic Services.

This employee must use the online program manuals and DSS Administrative Letters as appropriate and will attend available training and meetings to ensure current knowledge of policy and law.

The employee in this position must be human-services oriented and possess the ability to interact well with the supervisor and caseworkers and be able to work in a team environment. This employee 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 employee will report to the Economic Services Program Manager. Other duties may be assigned to the employee when deemed necessary by the supervisor.

### KNOWLEDGE, SKILLS AND ABILITIES

Extensive knowledge of the laws, regulations and policies which govern Economic Services programs, including a thorough knowledge of all relevant policy manual materials; knowledge of all economic services programs related to public assistance and continued learning to stay up-to-date on policies; knowledge of NC FAST system and all associated systems used within Economic Services; ability to concentrate and perform inspections of records with great attention to detail; ability to communicate with caseworkers and supervisors clearly and effectively both orally and in writing. Regular, predictable work attendance is required.

**MINIMUM TRAINING AND EXPERIENCE:** One year of experience as an Income Maintenance Caseworker; or an equivalent combination of training and experience.

**CONDITIONS OF EMPLOYMENT:** Must have valid NC driver's license and reliable transportation. All applicants tentatively selected for this position will be required to submit to a urinalysis to screen for illegal drug use. A criminal records check will be conducted.

**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) and official high school and/or college transcripts must be submitted to:

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

**AN EQUAL OPPORTUNITY EMPLOYER**

or

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

or

Fax: 828-649-3687

**CLOSING DATE: Open Until Filled**