



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 II
WORKING TITLE: Non-Emergency Medical Transportation Coordinator / Childcare Subsidy Caseworker
GRADE: 63
SALARY RANGE: \$33,722.41 - \$35,359.03

DESCRIPTION OF WORK:

This caseworker is assigned to the Specialized Programs unit, which is within the Economic Services section and is responsible for coordinating requests for Non-Emergency Medical Transportation (NEMT) and for casework for the Childcare Subsidy program.

The **NEMT Coordinator** is responsible for determining/re-determining eligibility, authorizing, and coordinating Non-emergency Medical Transportation services to Madison County Medicaid recipients. This position will perform duties as a representative of the public agency and is subject to high standards for personal and professional conduct. This employee will be expected to perform tasks such as the interviewing of clients to obtain sufficient information, verifying the information obtained as well as informing clients of their rights and obligations as prescribed under program policies, accurately, and report on all activities related to NEMT services.

Responsibilities include: Receiving transportation trip requests and arranging and coordinating transportation services; determining/re-determining eligibility for services through an assessment process; verifying information and investigating discrepancies within information; documenting eligibility decisions and maintaining a transportation file for each eligible beneficiary or family; providing clients with information about the availability of services and referring them to appropriate agencies or community partners; monitoring trips for quality control purposes for submission of quarterly reports to the State; performing billing and invoicing as required for NEMT transportation services, and collaborating with community partners and transportation vendors.

The **Childcare Subsidy Caseworker** is responsible for determining and redetermining eligibility for State childcare subsidy and Smart Start funds by interviewing, researching, verifying information, and gathering data from citizens applying for assistance.

Other responsibilities include interpreting State and Federal guidelines and determining how they apply to each individual situation; educating clients to assure they are fully aware of the change reporting requirements; managing an ongoing caseload by redetermining eligibility and reacting to numerous changes under strict deadlines; referring applicants/recipients to other social services programs and community services and managing data in a complex computer software system.

All positions are subject to perform work during emergency or disaster situations as required, may be required to staff shelter overnight, and will perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Good mathematical reasoning and the ability to maneuver complex computer systems. Ability to communicate with clients, applicants and the public to obtain data, and to explain and interpret rules, policies and procedures.

Ability to understand the needs and problems of clients/applicants. Ability to learn the program area of assignment and all agency programs and services which could affect the client/applicant. Ability to use the computer for data entry or word processing.

Regular, predictable work attendance is expected and is required.

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 includes negotiating, interviewing, explaining information, gathering and compiling data, analysis of data and/or performance of mathematical or legal tasks with a least one year of such experience being in an income maintenance program. A BA or BS degree qualifies an applicant as an IMC I, a prerequisite of IMC 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 the drugs specified in the agency policy. Refusal to submit to testing shall be a basis for withdrawal of the conditional employment offer. Valid NC Driver's License and own transportation required. Criminal Background Check required. Degree must be received from appropriately accredited institution.

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 may be submitted by mail, email or fax to:

Connie M. Harris, MPA
Director
Madison County DSS

AN EQUAL OPPORTUNITY EMPLOYER

Marshall, NC 28753

or

charris@madisoncountync.gov

or

Fax: 828-649-3687

Certified High School and/or College Transcripts are required and may be submitted by mail to the address above or can be hand delivered to:

Madison County DSS
5707 U.S. Hwy 25/70, Suite 1
Marshall, NC 28753

CLOSING DATE: OPEN UNTIL FILLED

