



DEPARTMENT OF SOCIAL SERVICES
P.O. Box 2429 • Fayetteville, North Carolina 28302-2429
(910) 323-1540 • Fax (910) 677-2232

NOTICE OF VACANCY

July 23, 2010

POSITION #: 151-02-1769

CLOSING DATE: August 2, 2010

TYPE OF VACANCY: IM CASEWORKER III/LEADWORKER

SALARY GRADE: 65

ANNUAL SALARY: \$33,753

CONDITIONS OF EMPLOYMENT: (The selected applicant will be subject to the following conditions prior to appointment). Failure to complete or fulfill these conditions may result in withdrawal of the conditional employment offer. Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be a basis for withdrawal of the conditional employment offer. Criminal background check required. Has or is able to obtain a valid North Carolina drivers license. Basic Computer Literacy is required to successfully meet expectations of this position. Competence in Windows, Word, and e-mail are essential.

PREFERRED EDUCATIONAL REQUIREMENTS: Graduation from a four-year accredited college or university and related customer service experience and (2) years of caseworker experience.

MINIMUM EDUCATION & EXPERIENCE REQUIRED: Two years of experience as an Income Maintenance Caseworker; or an equivalent combination of training and experience.

DUTIES: The primary purpose of this position is to assist the Income Maintenance Supervisor II, who provides direct supervision to this position, in the areas of accuracy and timeliness and in overseeing the day-to-day operations of the unit. This position is assigned to one of the Income Maintenance Programs in the Economic Independence Section as is responsible for the intake, processing and maintenance of for Family & Children's Medicaid and/or Food Nutrition Services.

...partnering with families and the neighborhoods where they live to plan and provide early help to vulnerable families....

Second party reviews are conducted by this employee of all actions taken by new employees and up to six records selected randomly of seasoned workers; they provide information to the supervisor regarding training needs, errors found and performance of unit members; this position does not evaluate or discipline workers but functions as a mentor in the unit by helping employees organize their work to meet goals, meet deadlines and how to deal with customer complaints. This worker will provide feedback to employees on the accuracy and timeliness of their records and are considered an important part of their training. This position insures that there is adequate coverage, customer flow is satisfactory and deals with customer complaints whenever the supervisor is not available; will monitor the computerized customer tracking system to insure that customers are being interviewed as quickly as possible, track the review of cases to determine timely completion and follow up on new applications to insure timely and accurate processing.

Extensive knowledge of Family & Children's Medicaid and/or Food Nutrition Services Program policies and procedures is required when providing program and technical information to agency staff, the general public and other human service agencies. When necessary this worker will cover vacant caseloads and in that capacity will interview the customer, verify information, conduct reviews to determine eligibility, maintain the record and document changes in the record or any other duties as deemed necessary.

This position must be able to access the Family & Children's Medicaid and/or Food Nutrition Services Manuals to include all DSS & DMA Administrative Letters; is expected to make the final decisions in determining eligibility by exercising prudent judgment in all decisions or when in doubt by contacting the supervisor when assistance is necessary in making a decision in order to deter negative impact on families benefits; is also required to present and/or assist with documentation for local or state hearings.

The worker in this position must be human-services oriented and possess the ability to interact well with supervisors, co-workers, customers, and the ability to work in a team environment is essential. This worker must respond to disasters as needed in accordance with the Cumberland County DSS policy and may be required to perform other duties related to emergency and/or disaster situations as needed.

This worker must be able to work past 5:00 p.m. when deemed necessary.

APPLICATION: All agency employees should contact MARTA FUSSA, at Ext. 2599, or martafussa@ccdssnc.com OR CANDACE TYLER, at Ext. 2604, or candacetyler@ccdssnc.com. All other applicants should mail a State Application (PD 107) with attached *applicable transcripts from an appropriately accredited college or university* to Cumberland County Department of Social Services, P. O. Box 2429, Fayetteville, NC 28302. *All applicants will be considered, but not necessarily interviewed.*

*Applications can be downloaded at
http://www.co.cumberland.nc.us/human_resources/job_vacancies/dss.aspx
and can also be located on the 1st floor of our agency.*

FAXED AND E-MAILED APPLICATIONS ARE NOT ACCEPTABLE.

Appointment to position within the Cumberland County Department of Social Services shall be made without regard to race, sex, age, religious preference, political affiliation, or handicapping condition.

THE CUMBERLAND COUNTY DEPARTMENT OF SOCIAL SERVICES HIRES ONLY UNITED STATES CITIZENS AND LAWFULLY AUTHORIZED ALIENS WHO ARE IN COMPLIANCE WITH THE IMMIGRATION REFORM AND CONTROL ACT OF NOVEMBER 6, 1986.

CCDSS IS AN EQUAL OPPORTUNITY EMPLOYER