



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

NOTICE OF VACANCY

OPEN POSTING

**TYPE OF VACANCY: IM CASEWORKER I
MEDICAID**

SALARY GRADE: 61

ANNUAL SALARY: \$28,087

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 EDUCATION & EXPERIENCE: Graduation from a four-year accredited college or university and related customer service experience or two (2) years in a clerical support position in Cumberland County Department of Social Services with an average performance score exceeding 3.00 or two (2) years of income maintenance caseworker experience from another DSS.

MINIMUM EDUCATION & EXPERIENCE REQUIRED: Graduation from an accredited associate degree program in Human Services Technology, Social Services Associate, Paralegal Technology, Business Administration, Secretarial Science, or a 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; or graduation from high school and three years of paraprofessional, clerical, or other public contact experience which included negotiating, interviewing, explaining information, the gathering and compiling of data, the analysis of data and/or

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

the performance of mathematical or legal tasks; or an equivalent combination of training and experience.

KNOWLEDGE, SKILLS, AND ABILITIES: Good mathematical reasoning and computational skills. Ability to communicate with customers, 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. Ability to learn the program area of assignment and all agency programs and services which could affect the customer/applicant.

DUTIES: This position is responsible for casework associated with intake/processing of eligibility for the following Family and Children's Medicaid programs to include: MIC, MAF, MPW, North Carolina Health Choice, ACTS and Carolina Access. Duties include interviewing the customer, verifying information and determining the initial eligibility of benefits. This employee could also be responsible for either determining or re-determining eligibility on a daily basis for customers who receive Family and Children's Medicaid. The employee must be able to react to change in situations and determine how or if the changes impact the eligibility of the application.

The worker in this position must be human-services oriented and possess the ability to interact well with supervisors, co-workers and customers in a courteous, professional and respectful manner and be able to work in a team environment. This worker must respond to disasters as needed in accordance with "The Cumberland County DSS policy, in the event of a natural or man-made disaster or upon the declaration of a state of emergency by the Cumberland County Emergency Management Office.

This position will routinely utilize appropriate program manuals and other policy materials as a basis for making case decisions. This employee is expected to make the final decision in determining eligibility by exercising prudent judgment and being able to recognize situations that should be referred to the Leadworker or Supervisor for disposition.

APPLICATION: All agency employees should contact MARTA FUSSA, at Ext. 2599, or martafussa@ccdssnc.com OR SHARON YOUNG, at Ext. 2590, or sharonyoung@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