



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
Food & Nutrition Services

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

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

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compiling of data, the analysis of data and/or 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 or applicants. Ability to learn the program area of assignment and all agency programs and services which could affect the customer or applicant.

DUTIES: This position is primarily responsible for either determining or re-determining eligibility on a daily basis for customers who receive **Food and Nutritional Services**. The number of applications taken or cases depends on the volume of customers that request assistance each day. The application intake function is rotated among available staff. The application process includes interviewing the customer, verifying information and determining if customer meets eligibility requirements based on this information. The employee must determine eligibility by the timeframe and guidelines set in policy. The employee must also determine how changes made during the application process impact the eligibility of the case and the employee must react to these changes also within the timeframe and guidelines set in policy. This employee is expected to make the final decision in determining or re-determining eligibility by exercising prudent judgment and be able to recognize situations that should be referred to the Leadworker or Supervisor for disposition.

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 professional manner. The ability to work in a team environment is essential for this program. 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. The worker in this position may be required to perform other duties as assigned by the supervisor when deemed necessary.

APPLICATION: All agency employees should contact MARTA FUSSA at Ext. 2599, or (martafussa@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.*

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