



**Income Maintenance Caseworker Positions:**  
**Adult Medicaid, Family & Children Medicaid, Food and Nutrition and Work First:**

Edgecombe County Department of Social Services is recruiting for income maintenance caseworker positions whose responsibilities include the total process of determining/redetermining applicant/client eligibility for services. The caseworker interviews clients and collaterals using various complex automated systems to include explaining the requirements and benefits of all programs. Duties include researching and evaluating resources, verifying information, processing applications, explaining, and recommending programs, referring clients to other appropriate agencies or community programs and documenting findings and the status of the case. A valid NC driver's license and access to a passenger vehicle is required. Employees operating their personal vehicles for county business shall maintain the minimum liability coverage required by the State of North Carolina in accordance with the County Fleet Policy and Employee Safety Program (page 10, section.) We are recruiting for positions in both the Tarboro and Rocky Mount locations. Office location is subject to change based on the needs of the agency.

**Knowledge, Skills and Abilities:**

Excellent computer skills and the ability to key information accurately according to program guidelines. General knowledge of all agency and community programs and services which could affect the client/applicant. Worker must possess excellent interviewing, listening, reasoning, organizational and computational skills with the ability to read, comprehend and evaluate documents from a multitude of sources. Worker must possess the ability to manage and work independently and under stress, be extremely organized yet sufficiently flexible to meet unplanned assigned work. Worker must possess strong interpersonal skills with the ability to lead by example and to maintain and create a positive attitude. The ability to cope with stress is a requirement of this position. Worker is constantly contacted from many different sources daily. The ability to prioritize, use good sound judgment and multitask is an essential requirement. This position requires careful visual attention to minute details, excellent mental concentration, and extensive manipulative skills. Worker must have good interviewing skills and the ability to communicate effectively and develop a satisfactory relationship with people of all socioeconomic backgrounds, while at the same time multi-tasking (i.e., comprehending, interpreting, and applying complex rules and regulations, and practical judgment). Worker must have excellent computer skills sufficient to use NC FAST and the State's online case management systems as well as various other search engines and software programs. Ability to perform caseworker functions within structured time frames.

**Minimum Training and Experience:**

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

**Starting Salary: \$24,328.00** or possibly higher depending on experience and credentials. **Must have worked at least (1) year in an income maintenance program in a Department of Social Services agency in order to fully qualify as an IMC II (\$26,822.00).** Compensation for full-time employees include excellent benefits that total over \$9,000.00 annually.

**Transcript(s) of undergraduate and/or graduate degree(s) is required at the time of interview. Degrees must be received from appropriately accredited institutions.**

**[Apply for this position](#) Please include the major Duties under each of your previous jobs**

Preferences: Prefer applicants with strong computer skills and/or knowledge of State Network Systems, NC FAST, imaging programs and Windows software including Microsoft Word. Bilingual applicants (English/Spanish) encouraged to apply. **We support a drug free work environment. A pre-employment drug screening and criminal background check is required. AA/EOE**