Income Maintenance Supervisor II:
Position Number: 165-02-805

Family and Children Medicaid: The person in this role must be able to effectively communicate with a variety of persons from various socioeconomic and professional backgrounds. Position is responsible for the administrative and technical supervision of Medicaid Income Maintenance Caseworkers. Position is responsible for making sure that assistance is provided to Edgecombe County citizens, accurately and in a timely manner. Position monitors program performance standards and ensures compliance is met. This position conducts staff meetings, and individual conferences with staff, evaluates and recommends disciplinary action if necessary; conducts interviews for vacant positions within this unit and makes recommendations to the Director for new hires.

Duties may include but are not limited to, program planning, caseload assignment and reassignment, coordinating unit workflow operations through case review and consultation, monitoring, review of work for compliance, training staff and learning and training of NC Fast. Position will also gather and evaluate unit data to measure performance; review case records for accuracy and compliance with federal, state, and county standards; review statutes and protocols on a regular basis; conduct individual and group conferences with unit staff and consult and coordinate work with State Monitors and Quality Control Staff. Work may include other related duties and activities as deemed appropriate and assigned by the Director. 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.) Position is in the Rocky Mount office; however, office location may change based on the needs of the agency.

Knowledge, Skills and Abilities: Considerable knowledge of all income maintenance programs, forms, and documents used in determining eligibility. Considerable knowledge of the use of the income maintenance manuals. Considerable knowledge of needs, problems, and attitudes of disadvantaged persons. General knowledge of all agency programs and services. General knowledge of community services and programs which could affect the client/applicant. General knowledge of the budget process. Good mathematical, reasoning, and computational skills. Ability to instruct, organize, direct, and supervise lower-level employees. Ability to learn basic supervisory/management skills. Ability to communicate effectively with workers, supervisors, applicants, and community agencies to obtain pertinent data and to interpret rules and regulations. Ability to present information orally and in written form.

Minimum Training and Experience:
Three years of experience as a caseworker or investigator in an income maintenance program, preferably with one year of supervisory experience; or an equivalent combination of training and experience. Special Note – This a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class but may not be applicable to all positions.

Salary: $32,603.00 - $42,859.00 or higher depending on experience and credentials. Compensation for full-time employees include excellent benefits that total over $9,000.00 annually.

Interested candidates must complete and submit an Edgecombe County application. Applications can be obtained online at www.edgecombecountync.gov Transcript(s) of undergraduate and/or graduate degree(s) is required at the time of application. Degrees must be received from appropriately accredited institutions.

Apply for this position

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