Wilson County Department of Social Services

Build a career with us!

Paid Health Insurance for employees | Dental | Longevity Pay | 401-K | Life Insurance
Vacation/Sick Leave | 11 Paid Holidays | Flex Care | Travel Reimbursement

Career Opportunity for
Income Maintenance Universal Caseworker II

Position: 295-02-347	**Salary Grade:** 63
Job Order: 10258773	**Salary Range:** $29,796 – 50,340

* SALARY NEGOTIABLE WITHIN THE RANGE BASED ON EDUCATION, EXPERIENCE AND OTHER QUALIFICATIONS

Looking for professionals focused on attention to detail, multi-task oriented, problem solvers, technology savvy and delivers excellent customer service ....this is the career for you!

DESCRIPTION OF WORK: Position involves taking applications, processing applications, completing reviews and determining eligibility for Medicaid, Work First, Food and Nutrition Services, and Low Income Energy Assistance to ensure all eligible adults and children receive the appropriate benefits timely. Requires analytical thinking and the ability to interpret and apply program policy. Individual in this position requires the ability to to adapt to organizational change. Must keep accurate organized electronic records. Manage individual job performance to effectively and efficiently meet job demands. Requires the ability to work in a multi-disciplinary teamwork setting and maintain effective working relationships.

The mental ability to assimilate, evaluate, and apply program knowledge. Include researching community resources, explaining and recommending services; referring clients to other appropriate agencies or community programs and documenting findings. Manage cases in NC FAST (North Carolina Families Accessing Services through Technology), as well as various other search engines and software programs.

Individual must be proficient in the following job competencies: accountability, adaptability, advocacy, accurate/timely case management, analytical thinking, effective interviewing, building trust, communication, customer service, conflict management, documentation, decision making, investigative, interpersonal relations, initiative, integrity, interviewing, managing individual job performance, professionalism, planning and organizing, technical ability , time management, strong work ethic and valuing diversity. Also requires a valid driver's license as well as dependable transportation.

MINIMUM EDUCATION AND EXPERIENCE: One year of experience as an Income Maintenance Caseworker; or an equivalent combination of training and experience.

****Will consider the following qualifications as a work-against****

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 negotiation, 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.

APPLICATION PROCESS: Applicants must complete and submit a Wilson County application. A resume may be attached but is not a substitute. Incomplete applications will not be processed.

Deadline: **March 3, 2014**	Drug Screening Required	E-Verify Employment Eligibility Verification
Posting Date: February 19, 2014		

APPLICATIONS CAN BE OBTAINED BY APPLYING ON LINE AT WILSON-CO.COM OR CONTACTING:
Employment Security Commission | 302 Tarboro St. West | Wilson, North Carolina, Telephone: (252-234-1129)