

INCOME MAINTENANCE POSITION QUESTIONNAIRE

North Carolina Office of State Personnel

1. Employee's Name	2. Position Number
Vacant	153-02-309
3. Classification Title of Position	4. Agency
Income Maintenance Caseworker II	Department of Social Services
5. Usual Working Title of Position	6. Division, Section, Unit
Income Maintenance Caseworker II	Income Maintenance Unit
7. Your Name and Title (Supervisor)	8. Place of Work (City, Bldg., Room, etc.)
Christal Berry, IM Supervisor II	Social Services Building, Currituck, NC

CERTIFICATION: Signatures indicate agreement with all information provided, including designation of essential functions.

Supervisor's Certification: I certify that (a) I am the Immediate Supervisor of this position; that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature: _____ Title: _____ Date: _____

Employee's Certification: I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Signature: _____ Title: _____ Date: _____

Department Head or Authorized Representative's Certification: I certify that this is an authorized official position description of the subject position.

Signature: _____ Title: _____ Date: _____

INCOME MAINTENANCE CASEWORKER II
(Family & Children's Medicaid Programs/Work First)

I. PRIMARY PURPOSE OF POSITION:

Primary purpose of this Income Maintenance Caseworker II position is to complete all three functions in Family & Children's Medicaid, and intake for the Work First Family Assistance program in the Social Services department. Family & Children's Medicaid consists of the following sub-programs: MAF, MPW, FPP, MIC and NC Health Choice.

This position may also take applications for Food Nutrition households and Energy programs. This position is not a supervisor or lead worker.

II. DUTIES AND RESPONSIBILITIES:

A. INTAKE/PROCESSING

1. Take applications for the following programs: MAF, MIC, MPW, FPP, NC Health Choice, and WFFA. Includes data entry in the NC Fast Case Management System.
2. Process applications for the following programs: MAF, MIC, MPW, FPP and NC Health Choice. Includes data entry in the NC Fast Case Management System.
3. Evaluate applicants for all programs they may be eligible.
4. Explain programs to client to ensure proper understanding by applicant.
5. Refer applicants to other helpful resources within and outside the agency.
6. Complete all required workbooks, forms and data entry necessary for the intake.
7. Input all necessary information/evidence in the NC Fast system by following the appropriate Job Aids.
8. Assist applicants on obtaining required information to complete their applications, within the 45-day processing time period.
9. Complete an ongoing documentation of client/case history in the record & in NC Fast.
10. Compute a manual budget to determine eligibility and compare to NC Fast's decision.
11. Send proper manual or system generated notice to inform client of application outcome.
12. Conduct home visits to complete applications, if necessary.
13. Ensure proper forms are mailed to applicants in allotted time frames.
14. Use the information available in NC Fast to track all pending applications.
15. Approximately 10% of all application dispositions are reviewed for accuracy.

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B. ON-GOING CASELOAD

1. Maintain an on-going Family & Children's Medicaid caseload.
2. Process reviews for the following programs: MAF, MIC, MPW, FPP, and NC Health Choice. Includes data entry in the NC Fast Case Management System.
3. Complete all reviews via the exparte process.
4. Complete electronic matches and all required forms needed for reviews.
5. Compute manual budgets to determine ongoing eligibility, and compare to NC Fast's decision.
6. Update or add evidence in NC Fast as needed using the appropriate Job Aids.
7. If ineligibility is determined, evaluate client for all other programs
8. Document the review or change in situation in the client/case history and in NC Fast.
9. Make a home visit to complete a review, if necessary.
10. Evaluate cases for possible fraudulent activity forward these cases to the fraud worker.
11. Take appropriate action on each change in situation reported, such as:
 - (a). New or terminated income
 - (b). Add or delete household members
 - (c). Auto newborn coverage
 - (d). Name or address change
 - (i) These changes could require computing new budgets or referring clients to other helpful resources. Also includes data entry in NC Fast.
12. Inform other departments of client's change in situation.
13. Submit a Child Support referral via the NC Fast system, if required.
14. Work several reports:
 - (a). FRR – Financial Resource Report
 - (b). UIB – Unemployment Insurance Benefits
 - (c). IVD – Child Support
 - (d). SSN Validation/Discrepancy Report
 - (e). VA Match Report
15. Record activity time in the electronic Daysheet system for budgeting purposes.
16. Keep documents and other miscellaneous paperwork filed timely.
17. Answer phone calls and return all clients' phone messages.

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18. See clients that may come to the agency with questions or concerns.
19. Use information available in NC Fast to track reviews & tasks.
20. Approximately 10% of the reviews and changes in situation are reviewed for accuracy.

C. OTHER DUTIES:

1. Review & assign mail-in or drop-off applications to processors.
2. May receive client referrals from hospitals, health departments and physicians.
3. Attend all required unit or agency training.
4. Be aware of all new policy or NC Fast procedural changes and incorporate them into daily activities when they occur.
5. Assist other agency units when there is an absent co-worker, if needed.
6. Perform post disaster shelter duty, when necessary.
7. Attend agency or unit staff meetings.
8. May have to testify in court as to the validity of information taken during an interview.
9. Perform/assume other duties or programs as assigned by the Income Maintenance Supervisor and/or the Director. Also perform duties assigned by the County Manager or his designee during a State of Emergency or other disaster.

III. OTHER WORK CHARACTERISTICS:

- A. Position uses calculator, copier, fax machine, paper shredder, microfiche reader, computer, printer, telephone and other miscellaneous office instruments/tools/supplies.
- B. The work of Income Maintenance Caseworkers must be accurate and exact to avoid costly errors. The tolerance level for these programs is extremely high.
- C. Good visual attention is needed in every phase of the job, since reading, writing, and using machines make up the duties. The employee may spend a large portion of their days reading computer screens and inputting data into a case management system.
- D. Regular work hours are 8:00 to 5:00, Monday through Friday. Some overtime work may be required.
- E. Must maintain a cooperative and congenial work relationship with all co-workers and clients to ensure good communication and coordinated workflow and to maintain good morale in the work environment.

IV. SPECIFIC TRAINING AND EXPERIENCE FOR THIS POSITION:

A. KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the program/areas of assignment. General knowledge of all agency and community programs and services, which could affect the client/applicant. Good mathematical reasoning and computational skills. Ability to read, analyze, and interpret rules, regulations and procedures. Ability to communicate with clients/applicants, the public at large, and public officials to obtain data, and to explain and interpret rules, regulations and procedures. Ability to instruct and to evaluate the work of lower level employees. Ability to perform caseworker functions within structured time frames.

B. MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS

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.

One year of experience as an Income Maintenance Caseworker; or an equivalent combination of training and experience.

C. PERFERRRED SKILL SET

Skill set includes, but is not limited to excellent computer skills; extensive, manipulative skill within case management software; careful visual attention to minute details; data entry with precision and accuracy; excellent mental concentration; ability to analyze computations; excellent organization skills; ability to read & interpret policy/instructions; positive attitude and to be a team player; and exceptional communication skills with the population to be served.