



**DEPARTMENT OF SOCIAL SERVICES**  
P.O. Box 2429 • Fayetteville, North Carolina 28302-2429  
(910) 323-1540 • Fax (910) 677-2232

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## NOTICE OF VACANCY

**July 29, 2010**  
**\*\* REPOSTING\*\***

**\*\*\*\*We are accepting Work Against applicants for this position\*\*\*\***

**POSITION # : 151-02-1394**

**OPEN UNTIL FILLED**

**TYPE OF VACANCY: IM CASEWORKER II, ADULT SERVICES  
PRIVATE LIVING ARRANGEMENT (PLA) TEAM**

**SALARY GRADE: 63**

**ANNUAL SALARY: \$30,805**

**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.

**PREFERRED EDUCATION & EXPERIENCE:** Graduation from a four-year accredited college or university and related customer service experience **AND** one (1) year of Caseworker I experience; **OR** two (2) years experience as an IM Caseworker I with an average performance score exceeding 3.75 **OR** two (2) years experience at another DSS in the same position for which they are applying.

**MINIMUM EDUCATION & EXPERIENCE REQUIRED:** One (1) year of experience as an Income Maintenance Caseworker; **OR** an equivalent combination of training and experience.

**KNOWLEDGES, SKILLS, AND ABILITIES:** Good mathematical reasoning and computational skills. Ability to communicate with clients, 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 clients/applicants. Ability to learn the program area of assignment and all agency programs and services which could affect the client/applicant.

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

**DUTIES:** This caseworker is assigned to a section within the Adult Medicaid (Adult Services) Section, and is responsible for taking and processing of Adult Medicaid and Special Certain Disabled applications in the Private Living Arrangement team. This caseworker also maintains the cases in their alpha caseload.

Caseworkers are responsible for obtaining all pertinent data concerning the clients family composition, financial, employment, and health status. This worker will be involved in processing clients' application through the verification of information obtained. All Medicaid applications are processed according to the court order, Alexander vs. Bruton. All required information must be requested within specific time frames and the cases must be processed timely. In order to comply with these time frame restrictions, certain internal deadlines must be met. Failure to meet these deadlines may have an effect on this worker's overall performance evaluation.

This worker refers to the Medicaid and Special Assistance Manuals in performing all functions required to complete the eligibility determination process. Guidelines are subject to periodic and frequent changes. Employees also utilize agency procedural guides in accomplishing the work. Correspondence and memoranda from State regulatory agencies are also used in interpreting policy directives.

Work involves direct contact with the client and direct or indirect contact with the client's family or representative and collaterals in order to gather and verify information necessary to determine client's eligibility for the appropriate program. Employee's decisions are usually subject to a second party review. Employees are seen as representatives of the agency and eligibility decisions commit the agency to providing clients with public assistance.

The application workload is largely dependent upon client traffic and seasonal programs. The average number of applicants seen fluctuates monthly depending on the previously mentioned variables. The maintenance workload is dependent on the number of reviews and changes in clients' situation occurring in your ongoing caseload.

Work is reviewed periodically by a first line supervisor usually through a random evaluation of processed applications and reviews. Federal and State guidelines require regional quality reviews, which ensure that the procedures and processes used to reach the eligibility decision are correct.

Employees provide information to clients on program requirements based upon the information provided in the Medicaid and Special Assistance manuals as well as to inform the clients of their rights and obligations. Information contained in these manuals is detailed and must be explained to clients with varying levels of understanding. Employees may be required to explain information regarding client's status to other agency staff.

Employees are periodically subject to working with agitated clients, and are frequently subject to heavy workloads, and compressed timeframes. Clients may at times be verbally abusive due to their extreme situations or their emotional problems, but generally physical harm is unlikely on an ongoing basis. Other duties may be assigned to this worker when deemed necessary by the supervisor.

**APPLICATION:** All agency employees should contact SHARON YOUNG, at Ext. 2590, or [sharonyoung@ccdssnc.com](mailto:sharonyoung@ccdssnc.com) OR CANDACE TYLER, at Ext. 2604, or [candacetyler@ccdssnc.com](mailto:candacetyler@ccdssnc.com). All other applicants should mail a State Application (PD 107) and their **test scores** to Cumberland County Department of Social Services, P.O. Box 2429, Fayetteville, NC 28302. **Applications must be received in this office by 5:00 PM (or if mailed, post marked) on the application closing date listed on this announcement.** *All applicants will be considered, but not necessarily interviewed.* 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.

*Applications can be downloaded at  
[http://www.co.cumberland.nc.us/human\\_resources/job\\_vacancies/dss.aspx](http://www.co.cumberland.nc.us/human_resources/job_vacancies/dss.aspx)  
and can be located on the 1<sup>st</sup> floor of our agency.*

## **FAXED AND E-MAILED APPLICATIONS ARE NOT ACCEPTABLE.**

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**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**

**PLEASE INDICATE THE POSITION NUMBER(S) WHEN APPLYING.**