



BERTIE COUNTY
Department of Social Services
PO Box 627
110 Jasper Bazemore Ave.
WINDSOR, NORTH CAROLINA 27983

TELEPHONE
252-794-5320

DIRECTOR
Daphne Little

POSITION ANNOUNCEMENT

Income Maintenance Supervisor II (Family & Children's Medicaid)

POSTING DATE: January 14, 2025

CLOSING DATE: Open Until Filled

CLASSIFICATION: Income Maintenance Supervisor II

SALARY GRADE: 67 **HIRING RANGE:** \$37,079.00 - \$57,472.00

APPLICATION PROCESS: Submit a completed State of North Carolina Application Form (PD-107), with an official college transcript (if applicable) no later than 5:00 pm on the closing date to: Bertie County DSS Attn: Melissa Surgeon PO Box 627 Windsor, NC 27983, Bertie County Human Resources Attn: Nicole Boone PO Box 530 Windsor, NC 27983, any Employment Security Office / NC Works Office or at Martin Community College-Bertie Campus 409 Granville Street, Windsor, NC 27983. The contact number is 252-794-4861, ext. 175. Resumes in lieu of a completed PD-107 are not acceptable. Late, incomplete and/or unsigned applications will not be considered. A current, valid NC driver's license is required.

MINIMUM EDUCATION 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. Four-year college graduates should submit a transcript with application.

KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of the Family & Children's Medicaid program is required. Considerable knowledge of the Medicaid Manual and needs, problems and attitudes of disadvantaged persons. General knowledge of all agency and community programs and services, which could affect the resident/applicant. This position also requires good mathematical reasoning and computational skills and a general knowledge of the budget process. An ability to read, analyze, and interpret rules, regulations, and procedures is required. Ability to instruct, organize, direct and supervise lower level employees. Must have the ability to communicate with subordinates, residents, the public at large, and public officials to obtain data, and to explain and interpret rules, regulations, and procedures. Must have the ability to perform functions within structured timeframe and the ability to present information orally and in written form.

REQUIRED MINIMUM TRAINING:

The person in this position must have at least three years of experience as an Income Maintenance Caseworker, Income Maintenance Investigator, Eligibility Specialist, or Eligibility Investigator.

DESCRIPTION OF WORK:

The person in this position must have a thorough knowledge of the Family & Children's Medicaid Programs: Medicaid for Families (MAF), Medicaid for Infants and Children (MIC, MIC 1), Medicaid for Pregnant Women (MPW), Family Planning (MAF-D), Medicaid Expansion (MXP) and Foster care/Adoption Programs as it relates to Medicaid. Provide administrative, technical and supportive supervision to a staff of Income Maintenance Caseworkers, who are responsible for all functions related to establishing/redetermining eligibility and for providing supportive services within Medicaid.

The Supervisor is responsible for coordinating activities to ensure benefits are provided timely in the most efficient and effective manner possible in accordance and compliance with federal, state and local policies, regulations and mandates. The Supervisor presents ideas and suggestions for improvements to the Agency Director and provides interpretation and clarification of policy and procedures for subordinates. The Supervisor assists in gathering data for study to determine the most effective operation of the Family & Children's Medicaid Unit. The Supervisor is responsible for the day-to-day supervision of the Family & Children's Medicaid Unit and will hold conferences as needed to resolve client/worker problems and complaints. The Supervisor ensures that appropriate Medicaid policy and procedures are followed. The Supervisor assigns cases on a monthly basis that are due for review and cases requiring special attention from the case management report. The Supervisor completes a schedule for intake workers on a monthly basis and makes necessary adjustments to the schedule as needed.

The Supervisor supports employee development through coaching, counseling, monthly supervision, reviewing reports and daily troubleshooting. The Supervisor works collaboratively with others in leadership to hire, organize and train staff, interpret policy, develop work procedures, manage workflow and ensure compliance. The Supervisor is a member of the agency's management team and is involved and participates in the overall planning and mission of the entire agency. The Supervisor is required to adhere to the laws of Confidentiality. This position reports to the Income Maintenance Administrator. **Responsible for any other duties as assigned by the Director.**

A Criminal Background Check will be required before any offer of employment

Employee may be called upon in case of disaster, either natural or man-made, to serve the citizens of Bertie County. This service, if required will take precedence over duties described in this position vacancy announcement.