

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.