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

TELEPHONE
252-794-5320

DIRECTOR
Yolanda White

POSITION ANNOUNCEMENT

Income Maintenance Caseworker II
Adult Medicaid

POSTING DATE: November 6, 2026

CLOSING DATE: Open Until Filled

CLASSIFICATION: Income Maintenance Caseworker II – Adult Medicaid

SALARY GRADE: 63 **HIRING RANGE:** $31,331.85 - $48,564.68
**If candidate does not fully qualify as an IMC-II, will consider an IMC-I "work against" an IMC-II. Hiring salary will be $28,801.66.00 Pay Grade 61.

APPLICATION PROCESS: Submit a completed State of North Carolina Application Form (https://www.ncdhhs.gov/pd107-22023-fillable/open), with an official college transcript (if applicable) no later than 5:00 pm on the closing date to: Bertie County DSS Attn: Yolanda White: yolanda.white@bertie.nc.gov PO Box 627 Windsor, NC 27983, Bertie County Human Resources Attn: Nicole Boone: nicole.boone@bertie.nc.gov PO Box 530 Windsor, NC 27983, any 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:

One year of experience as an Income Maintenance Caseworker; or graduation from an accredited associated 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, gathering and compiling of data, and/or performance of mathematical or legal tasks; or an equivalent combination of training and experience.

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.

This position requires the ability to work under pressure and handle multiple tasks. Careful visual attention to details and excellent mental concentration are essential. Precision and accuracy in issuance of benefits must be exact in order to administer the programs and provide benefits to those who are eligible, without adverse actions such as errors and overpayments.

The worker must have good interviewing skills and the ability to communicate effectively and develop a satisfactory relationship with people of all socioeconomic backgrounds, while at the same time multi-tasking (i.e. comprehending, interpreting, and applying complex rules and regulations and practical judgment).

This position must be efficient and have excellent organizational skills in order to maintain a current and ever-changing / increasing caseload.

DESCRIPTION OF WORK:

Work involves performing the functions of intake, processing, and redetermination for the Adult Medicaid program.

The employee is responsible for obtaining all pertinent data/information concerning the applicant/recipient's family composition, financial, employment, and health status.

Day to day tasks include, but are not limited to: interviewing in person or via telephone; direct contact with applicants/recipients and direct or indirect contact with the family or representative and collaterals in order to gather, verify, and make decisions based on the required information regarding family composition, finances, employment, health status, etc. to determine initial and/or on-going eligibility; to accurately process/complete work by agency, Federal and State required timeframes is crucial; act on changes reported; effectively communicate verbally and in writing with various agencies and the public to obtain data; accurate documentation of case files and forms. This position requires the ability to work under pressure and handle multiple tasks. Careful visual attention to details and excellent mental concentration are essential; reading, interpreting and applying policy; precision and accuracy in issuance of benefits must be exact in order to administer the programs and provide benefits to those who are eligible, without adverse actions such as errors and overpayments. Multitasking includes (i.e. comprehending, interpreting, and applying complex rules and regulations and practical judgment). This position must be efficient and have excellent organizational skills in order to maintain a current and ever-changing / increasing caseload. The employee in this position may also be responsible for the intake and processing of applications for the CRISIS program. The employee is required to adhere to the laws of Confidentiality. **Responsible for any other duties as assigned by the Supervisor or Director.**

PREFERENCES:
Computer knowledge and experience with various computer software programs, such as MS Word, MS Excel, Web-based programs, etc.

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.