



NEW HANOVER COUNTY
invites applications for the position of:
Human Services
Caseworker, Senior (Zone
2) - Trainer

An Equal Opportunity Employer

DEPARTMENT: SOCIAL SERVICES

SALARY: \$39,812.00 Annually

OPENING DATE: 12/13/18

CLOSING DATE: 01/02/19 11:59 PM

ESSENTIAL DUTIES:

This is a re-advertisement to allow additional candidates to submit applications. Previous applicants do not need to re-apply and are still under consideration.

New Hanover County is seeking an energetic, creative and experienced Human Services caseworker to join the Department of Social Services as a trainer. This position is responsible for delivering training to new and existing universal caseworkers, as well as training on all automated systems for the entire agency. The training will consist of all program policy training and training on various complex automated systems to new and experienced caseworkers, ensuring that policy is understood and benefits are issued timely and accurately. This includes coordinating, planning and implementing all policy and skills training. The incumbent will also mentor trainees once training is completed, review completed case actions, assist with special projects, reports and preparing for audits, and assist supervisors as needed.

The Social Services department is comprised of a team of over 320 dedicated professionals seeking to serve the citizens of our county through providing essential human services. The department is a part of a dynamic, professional county organization with a clear vision as a vibrant, prosperous, diverse coastal community, committed to building a sustainable future for generations to come. Ideal candidates for the department of social services have excellent customer service, organizational and computer skills, the ability to problem solve and make critical decisions and above all, an overwhelming desire to serve the citizens of our county.

New Hanover County strives to hire the best and the brightest employees who are committed to public service. Our employees enjoy an innovative, energetic and employee-focused work environment with top down support that embraces bottom up ideas and engagement. Our talented team of professionals have a passion for providing care and services that effect change on the everyday lives of the citizens they encounter. Our shared values of professionalism, innovation, integrity, stewardship and accountability guide the way we conduct ourselves and deliver services to our customers. If this sounds like an organization that models the values you uphold, we invite you to come and be a part of the exciting, healthy and progressive team at New Hanover County.

MINIMUM QUALIFICATIONS:

Associate's Degree in Human Services Technology, Criminal Justice, Business Administration, or related field and two (2) years of universal, economic services or income maintenance caseworker experience, or an equivalent combination of education and experience. Must have excellent computer skills, research and organizational skills, and interpersonal skills. Must have excellent communication skills and a comfort level with delivering training materials to large and small groups. Must possess excellent computer skills sufficient to use NC FAST, NC's online case management system, as well as various other search engines and software programs.

Demonstrated experience training employees in a human services setting is strongly preferred.

LICENSES/CERTIFICATIONS:

None required.

OTHER INFORMATION:

Hours are 8:00 AM - 5:00 PM Monday through Friday.
Must be available to work during emergency situations.

After the closing date for this position applications will be screened by Human Resources. Applicants referred to the department will receive an email requesting important information pertinent to the position applied for. Please be sure to check your email for this communication so we may proceed with the next step in the recruitment process in a timely manner.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.nhcgov.com/HR/Pages/JobOpportunities.aspx>

Job #201800273
HUMAN SERVICES CASEWORKER, SENIOR (ZONE 2) -
TRAINER
AM

OUR OFFICE IS LOCATED AT:
230 Government Center Drive - Suite 135
Wilmington, NC 28403
910-798-7178
910-798-7178
cknips@nhcgov.com

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Human Services Caseworker, Senior (Zone 2) - Trainer Supplemental Questionnaire

- * 1. Please tell us why you are interested in becoming a caseworker trainer for the NHC Department of Social Services.
- * 2. Are you a current employee of Social Services?
 Yes No
- * 3. Please indicate your years of experience training adults.
 - No experience training adults.
 - Less than 1 year of experience training adults.
 - 1 year but less than 2 years training adults.
 - 2 or more years of experience training adults.
- * 4. Please indicate your years of experience working as an economic services or universal caseworker in a Department of Social Services. Please note: this experience must be listed in the work experience section of your application.
 - No experience working as an economic services or universal caseworker in a Department of Social Services
 - Less than 1 year of experience working as an economic services or universal caseworker in a Department of Social Services
 - 1 year but less than 2 years working as an economic services or universal caseworker in a Department of Social Services
 - 2 years but less than 3 years working as an economic services or universal caseworker in a Department of Social Services
 - 3 years but less than 4 years working as an economic services or universal caseworker in a Department of Social Services

More than 4 years working as an economic services or universal caseworker in a Department of Social Services.

* 5. Do you have experience using NC FAST?

Yes No

* Required Question