

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: HEALTH PROGRAM ELIGIBILITY WORKER
DEPARTMENT: PUBLIC HEALTH
REPORTS TO: VARIOUS
CIVIL SERVICE: YES

CLASS CODE: 4094
FLSA STATUS: N
DATE: 01/00rev. 5/08
BARGAINING UNIT: SEIU

JOB SUMMARY:

Under general supervision determines client financial or medical eligibility for health related programs such as Women Infants and Children (WIC) or California Children Services (CCS) serves as liaison between staff and patients and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

The Health Program Eligibility Worker series is distinguished from other eligibility worker classifications by differing of duties due to the variance in programs for which they determine eligibility. The Health Program Eligibility Worker differs from the Senior Health Program Eligibility Worker in that the latter is the advanced-journey level performing the most complex and specialized duties assigned to the series and may act as a lead worker.

SUPERVISION EXERCISED:

This classification does not exercise supervision.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

In all assignments:

- Answers incoming telephone calls and greets visitors and the public; provides customer service and support; responds to inquiries and directs individuals to the appropriate area.
- Process and complete assessment and intake forms; collect a variety of information in person or over the telephone, answer client questions, schedule assessment appointments; determine initial eligibility for program; continue to determine eligibility as required.
- Review applications to ensure completeness and compliance with applicable laws and regulations.
- Enter and retrieve a variety of complex information into a computer terminal.
- Provide education, advocacy services, and technical advice to clients; refer clients to appropriate services.
- Prepares, tracks and mails appropriate letters, reminders, documents and other materials
- Oversee and ensure reporting requirements are met; requiring coordination with medical health, law enforcement and State agencies.
- Assist state licensed or registered health staff in case or project management for medical or nutrition services.
- Prepare routine and non-routine reports and correspondence, as needed.
- Assist with arranging, coordinating, and conducting outreach services for clientele when needed.
- Order office supplies to maintain sufficient inventory for office use.
- May act as an interpreter in contacts involving non-English speaking clients of the agency.
- Perform other related duties as assigned.

When assigned to WIC

- Assess client's nutritional intake, evaluate diet and check growth; issue Women, Infants, and Children (W.I.C.) vouchers; Assist clients in determining goals; conduct one on one counseling sessions; prepare and teach classes; lead support groups and travel to outlying sites.
- Assists staff in conducting clinics, screening activities, and health education classes.

When assigned to CCS

- Works in collaboration with other health providers and other community agencies in assessing and referring patients requiring assistance with special problems; confers with Public Health nurses on difficult cases and makes recommendations on follow-up plans
- Determines potential eligibility for SSI, Medi-Cal and Denti-Cal programs and makes referrals, as necessary.
- Receives referrals from providers, hospitals, parents, etc., and enters information into computer; generates appropriate

MATERIAL AND EQUIPMENT USED:

Computer General Office Equipment Shredder

MINIMUM QUALIFICATIONS REQUIRED:**Education and Experience:**

High School diploma or GED; and six months of progressively responsible related experience performing clerical or front office duties in a health care setting or determining program eligibility or, a combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Some positions may require the ability to communicate in a second language as an interpreter

Licenses and Certifications:

None

When assigned to WIC:

Completion of nutrition or lactation programs, classes and or certification programs

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

- Applicable state, federal and local ordinances, laws, rules and regulations.
- Resources, community agencies and health care and other services.
- Needs, problems, and barriers to health care for low-income and minority populations.
- All computer applications and hardware related to performance of the essential functions of the job.
- Office procedures including filing, record keeping and scheduling of appointments.

When assigned to CCS

- Process of application for SSI, CCS, Medi-Cal, Denti-Cal, and other health care coverage.
- Medical conditions, terminology and treatment approaches.

Skill in:

- Organizing work, setting priorities and following up on assignments with a minimum of direction. Using tact, discretion, initiative and independent judgment within established guidelines.
- Communicating clearly and effectively, both orally and in writing.
- Creating spreadsheets and presentation materials
- Applying basic math principles of addition, subtraction, multiplication, division, percents and decimals.

Mental and Physical Abilities:

- Speak effectively and respond to questions.
- Understand and carry out written and oral instructions, giving close attention to detail and accuracy.
- Establish and maintain effective working relationships with others.
- While performing the essential functions of this position, the employee is required to regularly speak and listen.
- While performing the essential functions of this position, the employee is frequently required to stand, walk, and use fingers and hands, handle and/or feel objects, tools and/or controls.
- While performing the essential functions of this position, the employee is often required to sit and reach with hands and arms.
- While performing the essential functions of this position, the employee is required to frequently lift and/or move objects weighing up to 10 pounds.

Working Conditions:

While performing the duties of this position, the employee works indoors and is not exposed to outside weather conditions. The noise level while performing these duties is generally moderate.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.