

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

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

CLASS CODE: 4095
FLSA STATUS: N
DATE: 5/08
BARGAINING UNIT: SEIU

JOB SUMMARY:

Under general supervision, performs the most complex work and specialized assignments requiring an advanced level of technical knowledge in determining client financial or medical eligibility for health related programs such as Women Infants and Children (WIC) or California Children Services (CCS); duties include receiving and reviewing referrals for health related program eligibility and service needs; determining eligibility for programs; explaining procedures and policies; and making appropriate referrals; and serves as a lead worker

DISTINGUISHING CHARACTERISTICS

This is the lead or advanced-journey level in the Health Program Eligibility Worker series. Incumbents provide lead direction to lower level staff including training, assigning, directing, and reviewing the work of staff. In an advanced-journey assignment, incumbents perform the more difficult, complex, and specialized tasks and assignments.

SUPERVISION EXERCISED

May exercise technical lead direction over Health Program Eligibility workers but do not provide direct supervision.

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

In all assignments:

- Oversees and coordinates reporting requirements including coordination with medical health, law enforcement, and State agencies.
- Reviews plans and applications for completeness and compliance with applicable laws and regulations.
- Provides education, advocacy services, and/or technical advice to clients. Refers clients to appropriate services
- Processes and completes assessment and intake forms; meets with parents to determine financial eligibility for program; prepares and mails letters; answers questions; maintains files; determines financial and residential eligibility on an annual basis.
- Provides education, advocacy services, and/or technical advice to clients. Refers clients to appropriate services.
- Assists state licensed/registered health staff in case or project management for medical or nutrition services
- Processes and completes assessment and intake forms; performs telephone or in-person intake interviews; prepares and mails letters of reminder; schedules assessment appointments; answers questions; maintains file card catalog for orientations, assessments, current and closed files.
- Prepares routine and non-routine reports and correspondence as needed.
- Answers incoming telephone calls and greets visitors and the public; provides customer service and support; responds to inquiries and/or directs individuals to the appropriate area or assists them with information, providing applications, or answering questions.
- Assists with arranging, coordinating, and conducting outreach services for clientele when needed.
- Orders office supplies to maintain sufficient inventory for office use.
- May act as an interpreter in contacts involving non-English speaking clients.
- Performs other related duties as assigned.

When assigned to WIC:

- Leads, directs and participates in performing nutrition and health services including: determining eligibility for programs by reviewing medical information, income information and other related documents and requesting additional information, as needed; assessing nutrition, evaluating diet and checking growth; issuing Women, Infants, and Children (W.I.C.) vouchers; assisting clients in determining goals; providing referrals; conducting one on one counseling sessions; preparing for and/or teaching classes; and traveling to outlying sites.
- Assists staff in conducting clinics, screening activities, and/or health education classes.
- Provides counseling and educational material on health-related topics; teaches classes and leads support groups.

When assigned to CCS

- Leads and processes complex applications or requests for program(s) service, reviews for completeness, and determines appropriate action; certifies for eligibility for services as appropriate; initiates appropriate actions based upon internal priority of duties; initiates and closes case or project files; maintains client records and narrative records.
- Works in collaboration with other health providers and/or 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.

- Enters and retrieves a variety of complex information into a computer terminal.
- 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 documentation and reports.

MATERIAL AND EQUIPMENT USED:

Computer General Office Equipment Shredder

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High School diploma or GED; and, eighteen months of progressively responsible related experience performing clerical or front office duties in a health care setting or determining program eligibility; or one year as a performing duties that are the equivalent to Health Program Eligibility Worker; 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: Valid Driver's License

When assigned to WIC:

Completion of nutrition or lactation programs, classes and or certification programs (depending on assignment)

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:

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

Mental and Physical Abilities:

- Ability to speak effectively and respond to questions.
- Ability to understand and carry out written and verbal instructions, giving close attention to detail and accuracy. Ability to 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 frequently 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.