

CLASS SPECIFICATION



CLASS: CCS Case Manager
ALLOCATION: Health & Human Services
FLSA STATUS: Non-Exempt
UNION AFFILIATION: YCEA

ESTABLISHED:
REVISED: November 2019

JOB SUMMARY:

Under general direction, Implement, coordinate and determine eligibility of applicants and recipients for California Children's Services (CCS) program through interactive interviewing and fact gathering; maintain current knowledge of CCS program regulations and procedures necessary for program determination as mandated by federal and state law; authorize payments following program procedures and guidelines; initiate and process case work through an automated system; provide quality customer service, and perform related work as assigned.

CLASS CHARACTERISTICS:

This is a standalone journey level class within the CCS program. This specialized class provides referral, client outreach, case management and record keeping services in a specified health services area. This class is distinguished from other health services outreach, referral and educational classes in that the duties relate specifically to the mandated California Children's Services Program. This position reports directly to Supervising Public Health Nurse.

EXAMPLES OF DUTIES:

Essential:

- Apply Federal, State, and County rules, regulations, and policies related to eligibility for CCS programs and explain such to clients and the public.
- Determine eligibility for CCS programs, compute the amount of enrollment and assessment fee and perform other required computations; interpret program regulations and other material to applicants and clients.
- Prepare and maintain detail forms and documents relative to individual eligibility determination; review applications and declarations for completeness and consistency.
- Receive new program referrals and incorporate them into the client database; produce letters regarding program requirements and benefits; follow-up with telephone calls as required.
- Conduct interviews with parents and guardians to determine financial and medical eligibility of clients; assist client in completing required application materials; set appropriate fee schedule depending upon services required and ability to pay.
- Confer with and make referrals to other County departments, community agencies and health providers to ensure that clients are receiving appropriate health and supportive care.
- Maintain billing and fee receipt records
- Maintain accurate records and files, including medical records and authorizations for program participation; forward information to appropriate agencies as required.
- Coordinate services for clients with health care providers; make appointments and follow-up as required to ensure that appointments are met; schedule clinic visits as appropriate.
- Organize and coordinate periodic clinics for disabled children at various school locations; attend assessment and treatment clinics and assist physicians in performing their assessments and treatments as assigned.
- Assist clients in obtaining appropriate medical financial assistance, such as Medi-Cal.
- Review periodic print-outs of claims paid and submitted; make corrections and compile figures for future budgets

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Orient new staff to the CCS program.
- Attend regular meeting and/or make occasional home/field visits as specified by the CCS program
- Use standard office equipment in the course of the work; drives a personal or county motor vehicle to various work sites.
- Read and interpret computer print-outs and information on computer screens.

- Perform a variety of office support duties such as processing mail, maintaining files, preparing records and reports, scheduling meetings, preparing correspondence and maintaining databases.

EMPLOYMENT STANDARDS:

Knowledge of:

- General goals and purposes of public health programs.
- Program eligibility requirements and regulations for assigned program(s).
- Techniques for interviewing and gathering information from a varied population.
- Techniques for understanding, effectively communication and dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.
- Mathematics sufficient to interpret customer income and expense information and to calculate benefits within program guidelines.
- Resources available in the community for client support and treatment.
- Computer applications related to the work.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Record keeping and report preparation principles and practices.
- Basic medical terminology.

Skill in:

- Learning the program(s) and community resources provided by the County.
- Communicating clear and accurate information.
- Establishing, maintaining, researching and verifying customer information and computer-produced customer data and files.
- Interpreting financial information and making accurate mathematical calculations.
- Typing with sufficient accuracy to produce correspondence and reports and enter data into a computer system.
- Preparing clear and accurate notes, reports, correspondence and other written materials.
- Maintaining accurate records and preparing accurate and timely reports.
- Using automated technology to correctly enter data with speed and accuracy.
- Resolving customer problems as required within procedural guidelines.
- Understanding the implications of new information for both current and future problem solving and decision-making.
- Identifying customer needs and providing excellent customer service.
- Recognizing questions and situations outside area of responsibility and referring them to the appropriate person.
- Effectively and professionally communicating with those contacted in the course of the work and ensure timely and efficient service.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Interviewing and obtaining information from a diverse client group.
- Interpreting, applying and explaining complex applicable regulations, procedures and technical information.
- Using initiative and independent judgment within established procedural guidelines.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Ability to:

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Process a high volume of work amid interruptions.
- Add, subtract, multiply or divide quickly and accurately and identify the appropriate mathematical method or formula to solve a problem.
- Organize, plan and prioritize work, developing specific goals and plans to accomplish your work in a timely

manner as established by regulations and local policy.

- Take action on controversial issues that may conflict with personal values and interact with customers in a non-judgmental manner.
- Accurately gather, record and correctly evaluate data necessary for the determination of eligibility for one or more categorical aids including, but not limited to, food stamps, cash assistance and medical care.
- Detect and evaluate potential fraudulent situations.
- Respect the right of privacy and maintain confidentiality of customers.
- Manage customer interactions professionally, proficiently, and with good communication skills.
- Be attentive to and accurately record details of customer conversations and referrals.
- Type at a rate of 35 net words per minute from printed copy.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Drive a motor vehicle in order to visit work sites and attend meetings.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally a typical office environment

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.
- Must type at a net rate of 35 words per minute from printed copy. Typing certificate must indicate results from a five (5) minute test with at least the minimum net wpm required.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation, which may include Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- May on occasion be required to work a flexible shift to include evening and weekend hours.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Equivalent to graduation from high school and two (2) years of office experience which has involved public contact, interviewing and decision making within procedural guidelines.

PREFERRED: In addition to the minimum qualifications, one year (30 units) college or two (2) years progressively

related experience in explaining policies and procedures to the public and/or determining eligibility for public health, social services or related programs.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Dept Approval: Department Head
Date:

EEOC:
WC:

Human Resources Approval: Analyst
Date:

Signature: _____

Signature: _____