

RESOURCE SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves independently performing responsible clerical work in the coordination and delivery of financial aid for medical service programs for physically handicapped children. The incumbent also provides assistance with health education and department accreditation. The work is carried out under general supervision. Supervision of the work of others is not normally a responsibility of employees in this class. A Resource Specialist does related work as required.

TYPICAL WORK ACTIVITIES:

- Reviews applications for state aid submitted by physicians to assure proposed treatments are eligible for state aid, participating medical or dental specialists are approved by state, and proposed procedures and fees for services are in accordance with state health department standards;
- Refers parents to Department of Social Services to ascertain family's eligibility for financial assistance through Medicaid program;
- Conducts interviews with parents to answer questions concerning the program and to ascertain their financial eligibility for state aid for medical services;
- Refers financial applications of parents to the public health director who determines level of financial assistance which may be provided;
- Secures agreements from parents for payment of portion or entirety of medical services provided through the program;
- Completes authorization forms for services for physically handicapped children;
- Conducts follow-up correspondence to monitor the present program status of children initially referred for medical assistance;
- Reviews claims submitted by physicians, medical institutions, or other vendors to assure arithmetical accuracy, proper extension, and properness of charges;
- Reviews, records, and issues receipts for periodic payments by parents for medical services;
- Reviews referrals from physicians for orthopedic clinics, dental program screening clinics, and a diagnostic evaluation and consultation program;
- Schedules children referred for clinical evaluation at various locations;
- Develops and maintains medical history records of children receiving assistance through various programs;
- Types physicians' clinical evaluations from audio tapes or Dictaphone;
- Conducts a variety of correspondence related to program matters;
- Answers questions asked by parents, personnel in other agencies, and vendors concerning program requirements and problems;
- Completes periodic reports required by the State Department of Health;
- Develops health promotion campaigns and provides technical assistance to community based organizations;
- Assists with the Community Health Assessment (CHA) and the Community Health Improvement Plan (CHIP), analyzing data and working with partners to determine the health priorities for the county;
- Assist Health Educators in developing the department's annual report;
- Works with community groups (school nurses) and assist in the educational efforts to influence their behaviors to report communicable diseases;
- Works with the health director to revise and implement the Health Department's workforce development plan;
- Gathers and tracks documentation for the purpose of obtaining and maintaining national accreditation;

- Provides technical and program consultation regarding accreditation to staff other health departments throughout NYS;
- Leads the department's Performance Management and Quality Improvement (PMQI) Committee.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of business arithmetic and English; working knowledge of office terminology, procedures, and equipment; knowledge of interviewing techniques; ability to readily acquire familiarity with the functions, policies, regulations, and medical terminology associated with department programs for physically handicapped children; skills in educational techniques and methods of communication; ability to establish and maintain cooperative relations with community agencies and people; good judgement; initiative and resourcefulness.

MINIMUM QUALIFICATIONS: Either:

A) Graduation from a regionally accredited or New York State registered four-year college or university;

OR

B) Graduation from a regionally accredited or New York State registered two-year college and one year of experience in health education.

OR

C) An equivalent combination of training and experience as limited by A) and B) above.

CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 1/17/20