

CLASS SPECIFICATION

Yuba County

August 2003

CLASS TITLE: CCS Case Manager

FLSA STATUS: Non-exempt

JOB SUMMARY:

Implements and coordinates the California Children's Services Program mandated by federal and state law; performs related work as assigned.

CLASS CHARACTERISTICS:

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.

EXAMPLES OF DUTIES:

Essential:

- Receives new program referrals and incorporates them into the client data base; produces letters regarding program requirements and benefits; follows-up with telephone calls as required.
- Conducts interviews with parents and guardians to determine financial and medical eligibility of clients; assists client in completing required application materials; sets appropriate fee schedule depending upon services required and ability to pay.
- Confers with and makes referrals to other County departments, community agencies and health providers to ensure that clients are receiving appropriate health and supportive care.
- Maintains billing and fee receipt records
- Maintains accurate records and files, including medical records and authorizations for program participation; forward information to appropriate agencies as required.
- Coordinates services for clients with health care providers; makes appointments and follow-up as required to ensure that appointments are met; schedules clinic visits as appropriate.
- Organizes and coordinates periodic clinics for disabled children at various school locations; attends assessment and treatment clinics and assists physicians in performing their assessments and treatments as assigned.
- Assists clients in obtaining appropriate medical financial assistance, such as Medi-Cal.
- Reviews periodic print-outs of claims paid and submitted; makes corrections and compiles figures for future budgets.

Important:

- Orients new staff to the CCS program.
- Attends regular meeting as specified by the CCS program.
- Performs a variety of office support duties such as processing mail, maintaining files, preparing records and reports, scheduling meetings, preparing correspondence and maintaining databases.

- Uses standard office equipment, including a computer, in the course of the work; drives a personal or County motor vehicle to various work sites.

QUALIFICATIONS:

Knowledge of:

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.
Techniques for understanding and effectively communicating with individuals of various cultures and with various types and stages of substance abuse and social or emotional disorders.
Basic medical terminology.

Skill in:

Interviewing and obtaining information from a diverse client group.
Interpreting, applying and explaining applicable regulations and procedures.
Maintaining accurate records and preparing accurate and timely reports.
Typing with sufficient accuracy and speed (30 WPM) to produce correspondence and reports and enter data into a computer system.
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.

Physical Demands:

- Mobility to work in a typical office setting, use standard office equipment, and to drive a motor vehicle in order to visit work sites and attend meetings.
- Vision to read printed materials and a computer screen for prolonged periods of time.
- Hearing and speech to communicate in person or over the telephone.

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

Licensing and Certification:

- Possess a valid California Class C driver's license.

Background: The minimum and preferred requirements are listed below:

Minimum: Equivalent to graduation from high school plus three (3) years progressively related experience in explaining policies and procedures to the public and/or determining eligibility for public health, social service, or related programs.

Preferred: In addition to the minimum qualifications, one year (30 units) college plus five (5) 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(s) may be expected to perform job-related duties other than those contained in this document.