

November 8, 2016

**PROGRAM COORDINATOR AIDE**

DEPARTMENT: Chicago Home Care Region 1

FLSA: Non Exempt

UNION: SEIU 73 Clerical

**JOB POSTING: #17-022 (Exam Request title: Social Work Aide III)**

<https://jobs.uic.edu/> click link to apply

**The minimum acceptable qualifications for this position are:**

1. Two years of work experience comparable to a Social Work Aide II
2. Any combination totaling **two years** from the following categories:
  - a) work experience which provided knowledge of human behavior, including the ability to cope with a variety of people and/or understand the importance of people's needs and feelings, in a public/customer service environment.
  - b) college course work in social or behavioral sciences or related field, measured by the following conversion table or its proportional equivalent:
    - 15 semester hours equal six months.
    - 30 semester hours equal one year.

**A. FUNCTION**

Under general supervision of the Assistant Regional Manager or Regional Manager, if applicable, assists Care Coordinators in the determination of eligibility for services, development of case records and in the coordination of care for applicants/recipients with special health care needs. Performs independent decisions to expedite services for applicants and recipients. Provides community outreach independently.

**B. ORGANIZATIONAL RELATIONSHIP**

Reports directly to the Assistant Regional Manager or the Regional Manager of the Regional Office. If applicable, the Assistant Regional Manager reports directly to the Regional Manager (RM).

**C. WORK ACTIVITIES**

1. Assists Care Coordinators and families with care coordination activities, including activities such as staff support for clinics, satellites, referral to other resources, and arranging medical services for applicants/recipients utilizing bilingual speaking, reading, writing, and translation skills through face-to-face, telephone, and written interaction.
2. Processes necessary information to determine DSCC eligibility on all applicants referred for services.
3. Determines family's DSCC financial eligibility based upon written documentation.

4. Assists Care Coordinators and families with private/public health insurance through effective benefits management practices for applicants/recipients.
5. Assists in establishing DSCC outreach programs and works independently at these events throughout the Regional Office area, including health fairs and community organizational meetings.
6. Records, prepares and transmits information, i.e., demographic and medical social data from applicants/recipients, families and Care Coordinators, including completing forms and letters in support of Care Coordination services.
7. Arranges for translation or interpreter services, and if applicable to area of expertise, provides bilingual translation to staff for children and their families with Limited English Proficiency (LEP) through face-to-face, telephone and written interaction.
8. Provides training for new PCAs.
9. Provides backup assistance duties for other PCAs.
10. Participates in DSCC staff meetings and in-service training sessions.
11. Receives, processes and routes incoming/outgoing written applicant/recipient correspondence, reports, etc.
12. Receives and appropriately processes telephone and face-to-face inquiries from applicants/recipients and their families, providers and the general public about Division services including referral to other resources when ineligible for DSCC.
13. Maintains and uses reminders/CHIMS Tickle Report to track needed follow-up for applicants/recipients.
14. Enters, updates and maintains applicant/recipient information in the Children's Health Information Management System (CHIMS) data base.
15. Performs clinic duties as assigned.
16. Maintains confidential applicant/recipient records, filing documents using agency guidelines, including processing transferred, volumed and discontinued records.
17. Independently coordinates RO equipment, supplies and other resources.
18. Performs other related duties as assigned.

#### **D. KNOWLEDGE REQUIRED BY JOB**

1. Effective communication and interviewing skills, including both verbal and written skills in English and Spanish.
2. Effective interaction skills with people from varied social, economic and cultural backgrounds in a one-to-one and/or group interaction.
3. Strong knowledge of the Division's program, policies and procedures.
4. Skill in operating office equipment, including a personal computer.
5. Knowledge of agency computer software applications
6. Ability to independently prioritize and organize work, problem solve and follow through on assigned duties in a timely manner
7. Knowledge of medical terminology.
8. Basic mathematics skills.
9. Knowledge of community resources.
10. Knowledge of All Kids, including eligibility and application process.

#### **E. POSITION RESPONSIBILITIES**

1. Supervisory Controls  
This position functions independently under general supervision by the Assistant Regional Manager or the Regional Manager based upon established procedures. Verbal and written instructions are received from the Assistant Regional Manager or Care Coordinators. Periodic review will be done by the Assistant Regional Manager or the Regional Manager with input from Care Coordinator Team members.
2. Guidelines
  - a. DSCC Administrative Rules, Policies and Procedures
  - b. State Universities Civil Service System Statutes and Rules
  - c. University of Illinois Policy and Rules

**F. SCOPE OF DUTIES AND RESPONSIBILITIES**

1. Complexity  
Monitors client's financial eligibility and provides benefit management to enhance continuity of family-centered care coordination. Independently prioritizes workload to efficiently assist care coordinators in care coordination.
2. Effect on Others  
The effective performance of this position results in coordination of care for applicants/recipients with special health needs. Strict compliance with DSCC confidentiality policy must be maintained with all child specific information.

**G. PERSONAL RELATIONSHIPS**

1. Personal Contacts  
Culturally sensitive face-to-face, electronic, telephone, written, or verbal communication occurs with applicants/recipients and their families, Care Coordinators, other care coordination team members, and other agencies and/or professionals.
2. Purpose  
The purpose is to obtain information necessary to assist with care coordination for assigned workload.

**H. ENVIRONMENTAL DEMANDS**

1. Physical Requirements  
Sedentary, some lifting and some travel.
2. Work Environment  
Work is performed in an office, satellite office, applicant/recipient home and community settings.