

PROGRAM COORDINATOR AIDE
CIVIL SERVICE TITLE: Social Work Aide III
DEPARTMENT: Chicago Home Care Region 1
FLSA: Non Exempt
UNION: SEIU 73 Clerical
JOB POSTING: #18-005 (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.

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.

WORK ACTIVITIES

Assists Care Coordinators and families with care coordination activities, including activities such as staff referral to other resources, and arranging medical services for applicants/recipients.

Assists Care Coordinators and families with private/public health insurance through effective benefits management practices for applicants/recipients.

Assists with DSCC outreach programs and works independently at these events throughout the Regional Office area, including health fairs and community organizational meetings.

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.

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.

Provides training for new PCAs.

Provides backup assistance duties for other PCAs.

Participates in DSCC staff meetings and in-service training sessions.
Receives, processes and routes incoming/outgoing written applicant/recipient correspondence, reports, etc.

(Different upstate vs downstate Up-State uses CSAs.
Receives and appropriately processes telephone and face-to-face inquiries from applicants/recipients and their families, providers and the general public about Division services.

Maintains and uses reminders in ETO to track needed follow-up for applicants/recipients
Enters, updates and maintains applicant/recipient information in ETO.

Maintains confidential applicant/recipient records, scanning and uploading documents using agency guidelines, including processing transferred records.

Independently coordinates RO equipment, supplies and other resources.

The University of Illinois at Chicago is an Equal Opportunity, Affirmative Action employer. Minorities, women, veterans and individuals with disabilities are encouraged to apply.

The University of Illinois may conduct background checks on all job candidates upon acceptance of a contingent offer. Background checks will be performed in compliance with the Fair Credit Reporting Act.