

SOCIAL WORK AIDE III/PROGRAM COORDINATOR AIDE

DEPARTMENT: Olney Regional Office

FLSA: Non Exempt

UNION: SEIU 73 Clerical

JOB POSTING: #18-025 (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 DSAC 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 DSAC 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 DSAC.
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.

The University of Illinois at Chicago Division of Specialized Care for Children 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.