

June 13, 2018

SOCIAL WORK AIDE III/PROGRAM COORDINATOR AIDE

DEPARTMENT: Mokena Core Office

FLSA: Non Exempt

UNION: SEIU 73 Clerical

JOB POSTING: #18-063 (Exam Request title: Social Work Aide III)

Apply at <http://jobs.uic.edu/dsc?&start=1&per=5000>

Click on "Social Work Aide III Mokena"

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 support for clinics, satellites, referral to other resources, and arranging medical services for applicants/recipients.

- Processes necessary information to determine DSCC eligibility on all applicants referred for services.
- 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
- Receives, processes and routes incoming/outgoing written applicant/recipient correspondence, reports, etc.

Determines family's DSCC financial eligibility based upon written documentation.

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

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

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 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.

Performs other related duties as assigned.

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.