

LONG TERM CARE PROGRAM SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the coordinating, processing, accounting functions and related office management and clerical work for those cases where the Commissioner of the Department of Social Services is named as the Representative Payee or the client's legal guardian. The work is performed under the general supervision with leeway allowed for independent decision regarding the application of agency policy and procedure. Direct supervision may be exercised over subordinate clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Assists the Department's Accounting Department in reviewing and cross referencing submitted bills with authorized services; tracking expenditures to ensure they remain within allotted guidelines; Maintains financial planning, statistical data and agency information; Verifies and reconciles account balances according to prescribed procedure; May process checks, claims, vouchers, receipts, code and file requisitions; Shares information with other Department services on mutual clients; Coordinates with other service providers to ensure a smooth work flow and working relationship; May assist in specific casework services, such as arranging substitute parent aide coverage, transportation under Medicaid and acting as liaison between client and agency; Assists in review of service rate requests and justifications; Prepares contracts and secures Agency, local and State DSS approvals; Prepares correspondence in response to inquiries regarding programs, claims and billing questions on the BICS/WMS systems; Interprets Federal and State regulations regarding financial eligibility for Services programs; Develops local policies and procedures and assists Caseworker staff on processing and administering this information (example: EAF - SSI - IV-E funding, tracking due dates; Develops forms to ease flow of paperwork and aid in obtaining statistics, and ensures that claims are properly coded); Performs data entry into the Departments CONNECTIONS computer system, Welfare Management System (WMS), Benefits Issuance Control System (BICS), Child Case Review System (CCRS) and Adults Services Automated Program (ASAP); Interprets court orders and enters data to ensure appropriate funding, tracking and compliance with mandates; Performs clerical duties such as typing from rough draft, creating forms, updates ongoing files, copying, filing and other miscellaneous clerical duties; May interview and screen clients, sales persons and visitors, answer phone and make appointments; May serve as Security Guard/Receptionist in County offices.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures, methods and office management practices; Working knowledge of modern methods of keeping and checking financial accounts and records; Ability to make arithmetic computations rapidly and accurately; Ability to communicate effectively both orally and in writing including the preparation of correspondence and reports; Ability to operate a computer to enter and retrieve data; Ability to type accurately at a satisfactory rate of speed; Comprehensive knowledge of practices of Social casework and Administration of Social Services programs and the ability to apply them; Working knowledge of other community agencies, facilities and services for child and adult clients; Ability to deal effectively with clients, public and representatives of other agencies; Empathy in the handling of sensitive human problems; Initiative; Patience; Tact; Clerical aptitude; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from high school or possession of a high school equivalency diploma and three years of clerical experience which must have involved public contact and have included one year of accounting experience; Or
- B. Five years full time paid or part time equivalent experience in clerical work as defined in (A); Or
- C. An equivalent combination of education and experience as defined in A and B above.

Approved 12/27/2011

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