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## HIDALGO COUNTY HEALTH & HUMAN SERVICES DEPARTMENT

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<b>Job Title:</b> Eligibility Clerk	<b>FLSA Status:</b> Non-Exempt
<b>Dept. Code:</b> 240-001	<b>Civil Service Status:</b> Non-Exempt

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**SUMMARY:**

Under the general direction of the lead eligibility worker. Assists the eligibility workers with all clerical tasks;

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Enters data and other information into computer system;
- Filing, typing, faxing, copying;
- Interacts with the public and other government agencies;
- Compiles data into report formats and forwards information to the appropriate person;
- Acts as a receptionist;
- Greet the public, assists with applications and other documents;
- Schedules intake appointments;
- Log case numbers;
- Answers telephone or switchboard;
- Assists public with questions and requests;
- Assists eligibility staff with all clerical tasks;
- Ability to work well with others;
- Regular attendance is a must

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions;

**EDUCATION and/or EXPERIENCE:**

- High School diploma or GED;
- One (1) year experience in social services field;
- Must have good computer skills;
- Bilingual is preferred;

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Employee must have a current valid Texas Motor Vehicle Operator's License and must have liability insurance;

**OTHER SKILLS AND ABILITIES:**

- Employee may be assigned other duties in addition to those listed; duties may change according to changing needs of the County;

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job;

While performing the duties of this job, the employee is required to talk or hear. The employee is required to stand. The employee is required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, and kneel;

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus;

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job;

The noise level in the work environment is usually moderate;

**SAFETY REQUIREMENTS:**

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time;
- operating assigned equipment;

Maintain mental capacity which permits:

- making sound decisions and using good judgment;
- handling financial affairs effectively and honestly;
- maintaining confidentiality;
- demonstrating intellectual capabilities;

Effectively handle a work environment and conditions which involve:

- working closely with others;
- working in a multi-task environment;

Maintain effective audio-visual discrimination and perception needed for:

- making observations;
- reading and writing;
- operating assigned equipment;
- communicating with others;

**ACCIDENT PREVENTION PROGRAM:**

Required to follow all departments' safety regulations;

# HIDALGO COUNTY HEALTH & HUMAN SERVICES DEPARTMENT

<b>Job Title:</b> Eligibility Specialist	<b>FLSA Status:</b> Non-Exempt	
<b>Dept. Code:</b> 240-001	<b>Civil Service Status:</b> Non-Exempt	

**SUMMARY:**

Determine eligibility for Hidalgo County residents for County Indigent Health Care Program as well as other direct assistance programs, which include funeral assistance, medical transportation, lodging and meals. Assist County residents in identifying and obtaining various financial and health care resources; provide community resource information and make appropriate referrals.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Receive, review and process applications and determine eligibility utilizing established state and county program policies and procedures within established time frames;
- Identify and respond to community needs and concerns and make adequate referrals to appropriate agencies and assist in the development of resources to meet anticipated demands;
- Prepare various reports and correspondence;
- Be available to answer questions and provide information to the general public and assist in identifying resources;
- Attend and participate in staff meetings and workshops;
- Stay abreast of policies and procedural changes in the Indigent Program and other related health care programs;
- Properly prepare and complete necessary program forms and documents;
- Maintain and update participant computer and hard copy case files;
- Assist in clerical work as needed;
- Regular attendance is a must;
- Ability to work well with others;

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities;

**EDUCATION and/or EXPERIENCE:**

- High School diploma or GED;
- Minimum of two (2) years experience with Indigent Health Care, Medicaid Programs, or related social programs- **PREFERRED**;
- Higher education hours may be substituted for experience up to two (2) years.
- Experience in Eligibility Determination preferred;
- Must have good computer skills;
- Bilingual is preferred;

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Employee must have a current valid Texas Motor Vehicle Operator's License and must have liability insurance;

**OTHER SKILLS AND ABILITIES:**

- Employee may be assigned other duties in addition to those listed; duties may change according to changing needs of the County;

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job;

While performing the duties of this job, the employee is required to talk or hear. The employee is required to stand. The employee is required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, and kneel;

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus;

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job;

The noise level in the work environment is usually moderate;

**SAFETY REQUIREMENTS:**

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time;
- operating assigned equipment;

Maintain mental capacity which permits:

- making sound decisions and using good judgment;
- handling financial affairs effectively and honestly;
- maintaining confidentiality;
- demonstrating intellectual capabilities;

Effectively handle a work environment and conditions which involve:

- working closely with others;
- working in a multi-task environment;

Maintain effective audio-visual discrimination and perception needed for:

- making observations;
- reading and writing;
- operating assigned equipment;
- communicating with others;

**ACCIDENT PREVENTION PROGRAM:**

Required to follow all departments' safety regulations;

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## HIDALGO COUNTY HEALTH & HUMAN SERVICES DEPARTMENT

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<b>Title: Human Services Coordinator</b>	<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Dept. Code: 240-001</b>	<b>Civil Service Status:</b>	<b>Non-Exempt</b>

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**SUMMARY:**

Employee will be responsible for assisting the Human Services Director with the day to day operations. Employee will assist in the development of the County's Indigent Health Department and its multiple programs, including development and provision of direct services, development and management of contract services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Assist in the management of personnel, equipment, facilities, and finances assigned to the department (including hiring, ensuring training for, reviewing performance of, disciplining, and dismissing staff members.);
- Evaluates the services and employees of the department;
- Develops and implements managerial and monitoring systems to insure that the department complies with applicable state and federal laws and contractual requirements as well as the directives of the Commissioners' Court;
- Assists with the development and recommends to the Director policies and guidelines for service delivery;
- Establishes and maintains effective working relationships with representatives of other agencies, governmental entities, funding sources, and the media; work with them on issues related to contracts and activities affecting the delivery of county human services;
- Make recommendations regarding the billing section to the Director;
- Prepares daily, weekly, monthly, quarterly and annual reports;
- Determines correct payment rates for medical and other related claims;
- Reviews and process service provider claims utilizing established policies and procedures;
- Determines if patient is eligible for payment at the time that services or procedures were performed;
- Responds to provider inquires concerning medical process and/or claims;
- Requests clarifications from providers on medical procedures and claims;
- Disallows claims that are not in compliance and/or not covered services utilizing established program policies and procedures;
- Responds to participant's inquiries concerning medical procedures and/or claims;
- Provides information referrals to other community resources;
- Maintains and updates patient's medical history and expenditures;

- Prepare various reports and correspondence about covered medical services and/or eligibility;
- Maintains an awareness of laws, regulations, actions and events which could affect the level, quality or cost of county human services;
- Summarizes and analyzes data concerning county human services and costs;
- Regular attendance is a must;
- Ability to work well with others;

**QUALIFICATION REQUIREMENTS:**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities;

**EDUCATION and/or EXPERIENCE:**

- High School Diploma or GED;
- Minimum of five (5) years of full-time experience in a social services agency and/or medical claims processing setting;
- One (1) additional year of experience may be substituted for each year of required education with a maximum substitution of two (2) years;
- Must have good computer skills;
- Must have two (2) years of supervisory experience;
- Bilingual is preferred;

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Employee must have a current valid Texas Motor Vehicle Operator's License and must have liability insurance;

**OTHER SKILLS AND ABILITIES:**

- Thorough knowledge of management principles and practices;
- Ability to supervise and motivate management level employees;
- Ability to develop, analyze and interpret policies and procedures;
- Ability to exercise sound judgment in making administrative decisions involving staff and service activities;
- Ability to work with multiple public and private agencies and advisory groups;
- Knowledge and thorough understanding of federal and state grant programs and of various budgeting techniques;
- Ability to develop grants and contracts;
- Ability to review and manage complex budgets involving multiple revenue sources;

- Ability to establish and maintain effective working relationships with other county employees and officials, outside funding agencies and the general public;
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents;
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community;
- Ability to write speeches and articles for publication that conform to prescribed style and format;
- Ability to effectively present information to top management, public groups, and/or boards of directors;
- Employee prepares and reviews budgets, read correspondence, reports and memos and reviews contracts for services;
- Additionally, employee prepares correspondence for Commissioner's Court and other local, state and federal agencies; does public service announcements and prepares for speeches and all sorts of reports;
- Employee may be assigned other duties in addition to those listed; duties may change according to changing needs of the County;

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to talk or hear. The employee is required to stand. The employee is required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

**SAFETY REQUIREMENTS:**

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time;
- operating assigned equipment;

Maintain mental capacity which permits:

- making sound decisions and using good judgment;

- handling financial affairs effectively and honestly;
- maintaining confidentiality;
- demonstrating intellectual capabilities;

Effectively handle a work environment and conditions which involve:

- working closely with others;
- working in a multi-task environment;

Maintain effective audio-visual discrimination and perception needed for:

- making observations;
- reading and writing;
- operating assigned equipment;
- communicating with others;

**ACCIDENT PREVENTION PROGRAM:**

Required to follow all department's safety regulations;