



WORKING TITLE: INDIGENT CARE COORDINATOR
DEPARTMENT: INDIGENT HEALTH CARE
REPORTS TO: COUNTY JUDGE

Job Description

GENERAL DESCRIPTION

The position is a non-exempt position that highly responsible administrative work directing the Indigent Care program. Work involves ensuring proper implementation and adherence to federal, state, and local laws and regulations, proper administration and accounting of program budgets, and auditing medical bills to verify items charged. Employee is responsible for directing coordination of program services with other governmental and private human services agencies. This is a full time, regular position.

ESSENTIAL RESPONSIBILITIES AND DUTIES

- Assists in planning, developing, implementing, and maintaining policies and procedures for operation of the Indigent Care program, ensuring adherence to established federal, state, and local laws, rules, regulations, policies, and procedures.
- Determines eligibility for new applicants and continual eligibility for clients for Indigent Care services, reviewing and verifying data on applications, and ensuring adherence to regulations, policies, and procedures.
- Interviews applicants to determine eligibility, inquiring as to financial status, living arrangements, medical conditions, etc., and contacts various human services agencies, financial institutions, credit bureaus, landlords, etc., to confirm information received.
- Audits medical bills for amounts in excess of established threshold, comparing itemized charged against medical records to ensure charges reflect services administered.
- Ensures adherence to established laws, regulations policies, procedures, and standards.
- Confers with representatives of other governmental or private human service agencies or health care professionals to coordinate referral of program clients for needed services.

- Administers program budgets, including approving expenditures, overseeing accounts payable and receivable, and general ledger monitoring.
- Oversees and participates in preparation of a variety of program records and reports as required by local, state, and/or federal oversight agencies, ensuring timely submission, and completeness and accuracy of data.
- Receives and investigates complaints and inquiries pertaining to clients, providers, etc., conferring with parties involved and reviewing available documentation, and preparing verbal and/or written responses and recommendations, as appropriate..
- Generates program budget reports.
- Regular and punctual attendance is required. Must arrive at work on time, prepared to perform assigned duties and work assigned schedule

ADDITIONAL DUTIES

- Performs other related duties as required
- Run errands for the office – including, but not limited to, the post office, within the courthouse and/or to courthouse annexes
- Occasionally participate in continuing education

EDUCATIONAL REQUIREMENTS

Completion of some college level course work and a minimum two years of experience in a related field; or any equivalent combination of education and related experience required.

Bachelor's Degree in nursing, social work, business, or a related human services field preferred.

EXPERIENCE AND SKILLS

- Requires thorough knowledge of the forms, documents and manuals associated with Indigent Care programs, and of the reporting requirements of governing agencies.
- Requires thorough knowledge of the ethical guidelines applicable to the position as outlined by professional standards and/or federal, state or local laws, rules and regulations.
- Requires considerable knowledge of social work principles, techniques and practices and their application to Indigent Care program casework.
- Requires considerable knowledge of the social and economic factors in the community and their effect on family interaction and problems.
- Requires considerable knowledge of other programs administered through the County Health and Welfare Department and other community human services agencies or volunteer groups.
- Requires the ability to effectively express ideas orally and in writing.
- Requires the ability to prepare and/or process purchase orders.

- Requires the ability to be accountable for inventory/property management.
- Requires the ability to manage the budget within assigned unit/division.
- Requires the ability to manage the budget within assigned department
- Requires the ability to use small office equipment, including copy machines or multi-line telephone systems.
- Requires the ability to use computers for data entry.
- Requires the ability to use computers for word processing and/or accounting purposes.
- Must have the ability to speak English clearly to be understood by others
- Must understand written sentences and paragraphs in English
- Requires knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar
- Must have the ability to read and understand information and ideas presented in writing
- Must have and maintain the ability to work independently
- Must have and maintain the ability to use computer systems necessary to perform duties
- Must have and maintain the ability to concentrate on a task over a period of time without being distracted
- Must possess a cooperative and positive attitude at all times

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Frequently required to talk, hear, see, sit, stand, kneel, climb, feel, use fingers to handle and arms to reach and carry
- Required to be able to sit or stand for prolonged periods of time
- Required to lift up to 15 pounds regularly and up to 50 pounds occasionally
- Specific vision required by this position includes up close and distance
- Must be physically able to operate a variety of automated office machines including computers, typewriters, calculators, copiers, facsimile machines, etc. Must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Physical demand requirements are in excess of those for sedentary work. Light work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work. Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment. Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye, hand, and foot coordination. Requires the ability to see, hear, and speak as well as color perception.

SPECIAL CONDITIONS

- Required to occasionally work overtime – may include weekends and evenings
- Required to dress in professional business attire at work daily
- Required to be bondable under the County Judge's Official Bond
- Required to possess and maintain a valid Texas Driver License and valid Texas Liability Insurance at all times

WORKING CONDITIONS

- May be exposed to odors and fragrances from public
- Occasional contact with public who may become hostile