

**INGHAM COUNTY
JOB DESCRIPTION**

COMMUNITY HEALTH REPRESENTATIVE III

General Summary:

Assists in the oversight and provides direction to support staff. Makes work assignments, oversees the activities of Community Health Representatives and other support staff and assists in resolving operational problems. Performs all functions of a Community Health Representative II, including processing a variety of health department records and providing clerical support to other staff. Assists in enrolling clients in programs and answers questions on departmental procedures, eligibility requirements, scheduling, and related matters. Types a variety of forms and documents, completes various documents with information from the client or from file documentation, and assists in maintaining record keeping systems. Performs data entry.

Essential Functions:

1. As the lead worker, makes assignments and coordinates the activities of assigned staff and coordinates the previously approved patient appointment schedule. Assists management evaluate staff regarding employee performance and provides input concerning vacation leave requests. Verifies vacation and sick leave requests with previously approved absences to ensure adequate staffing. May participate in the interviewing of prospective employees. Provides training to staff on new or revised public health program and management procedures. Responds to the more difficult clerical problems and deals with difficult clients.
2. Answers questions in person and by telephone regarding departmental procedures and requirements, program requirements, scheduling information, and other activities. Takes messages and schedules appointments for staff and schedules clients for testing, for programs, or clinics. May serve as receptionist and greet the public in person as well as by telephone. Assists clients in filling out forms and reviews documents for proper completion.
3. Receives clients and their families at a clinic or screening site. Coordinates initial interview, gathers background information, and assists in the completion of various forms and applications. Processes various applications to verify client information, checking data for accuracy and completeness.
4. Types correspondence, reports, forms and other documents, using word processing software, following established procedures or specific instructions. Proofs documents. May type documents requiring a knowledge of medical terminology and medical transcription. Utilizes word processing and other software programs to format documents, spreadsheets, brochures, training materials and other documents.

5. Monitors client folders assuring that proper documents are completed to ensure appropriate client billing of account. Adjusts and records all related documents, orders, costs for services rendered and related fees as needed.
6. Assists in the maintenance of departmental filing systems by ensuring proper filing of documents and folders. Retrieves materials from system and conducts searches for necessary documentation.
7. Operates computer terminal for entry of data such as service activity data, billing information, supplies used, immunization records, case notes, payments, vouchers, client information, changes and deletions of demographic information, and other data.
8. Prepares, sorts, processes and files a variety of forms, applications, documents and records in accordance with departmental procedures and program guidelines.
9. May perform routine bookkeeping tasks such as reviewing invoices and receivables, receipting donations, tracking expenditures, and receipting payments for services.
10. Provides outreach and education to clients and medical staff regarding program guidelines and health department services through mailings, displays, telephone contact and in person.
11. Performs a variety of clerical support tasks such as making copies, opening, sorting and distributing mail, sending faxes, and related tasks.

Other Functions :

12. May monitor program data, create documents and forms, and work with other health departments to coordinate program activities.
13. During a public health emergency, the employee may be required to perform duties similar to those in his/her job description.

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

Employment Qualifications :

Education: High school graduation or equivalent.

Experience: Two years of experience, one year of which is equivalent to a Community Health Representative II. May require experience and training in various computer software and equipment.

Other Requirements:

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

Ability to access office files.

Ability to enter and retrieve information from computer.

Ability to access charts and other records and documents of the department.

Ability to operate copy machines and other office equipment.

Stooping, kneeling, and crouching to retrieve and put away supplies and materials.

May require the ability to travel throughout the county to various clinic locations.

May require the ability to lift and carry equipment weighing up to 35 lbs.

May require the ability to climb stairs to access work sites.

Working Conditions:

Works in office and clinic conditions.

May work in various off-site locations throughout the county.

May be exposed to communicable diseases, blood, and other bodily fluids.

