

## **RICHLAND COUNTY POSITION DESCRIPTION**

**Position Title:** Program Assistant

**Department:** Health and Human Services

**Reports to:** Economic Support Manager

**Pay Grade:** Grade 6 (Courthouse)

**Date:** May 1, 2016

**Hours Per Week:** 40 **FSLA Status:** Non-Exempt

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### **PURPOSE OF POSITION**

The purpose of the Program Assistant position is to provide a high level of customer service and administrative support to specific programs and services or members of management.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.**

- Provides Economic Support Unit clients with programmatic information including assisting them with the application process by performing client registration duties (e.g. scheduling appointments, mailing forms, etc.).
- Conducts computer entry and processing of WHEAP applications including collaborating with utility vendors, as well as assists with the planning and conducting of WHEAP Outreach activities.
- Responsible for scanning all incoming Economic Support documents into the electronic client records in addition to providing clerical support for the Economic Support Unit with other duties (e.g. duplicating materials, filing non-scanned correspondence, order forms, etc.).
- Performs Economic Support Unit duties related to the issuance of Vault Cards, monitoring of Homeless Mail, Drug Testing, and Good Cause Claim assistance.
- Processes Child Care Provider Certification applications, renewals, background checks, conduct site visits as part of provider compliance monitoring, and issue certificates.
- Refers Economic Support clients to other community resources and Richland County Health and Human Services departments as needed or required.
- Represents Richland County Health and Human Services to the community at large and maintains good community public relations.
- Complies with applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
- Participates in on-going training, maintaining contemporary knowledge to ensure compliance with federal and state regulations.
- Maintains the confidentiality of client information and protected health information as required by State and Federal regulations, including the Health Insurance Portability and Accountability (HIPAA) Act of 1996.

## **MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

- High School diploma or vocational/technical training in office support functions required with two years related experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities.
- Associate's degree and three years related experience preferred.
- Considerable ability to communicate effectively both orally and in writing.
- Ability to organize, prioritize and independently set time frames to complete work in a timely manner.
- Working knowledge of computers, computer programs, typing, and data entry.
- Current WI driver's license and unlimited access to reliable transportation.

## **PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

### **Language Ability and Interpersonal Communication**

- Ability to comprehend and interpret a variety of documents including client psychological assessments, medical diagnosis and medication recommendations, financial reports, letters and memos, state and federal rules and regulations manuals, professional journals and papers, job applications, insurance forms, budget sheets.
- Ability to prepare and to maintain a variety of documents including client service plans and recommendations, program evaluations, client assessments and treatment plans and therapy notes.
- Ability to record and deliver information, explain procedures and instruct staff and clients.
- Ability to communicate effectively with clients, supervisor, physicians, other health professionals, law enforcement, the general public, hospital, clinic and school personnel, and department staff both in person and in writing.

### **Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and fractions.
- Ability to compare, count, differentiate, measure and/or sort data and information.
- Ability to classify, compute, tabulate, and categorize data.

### **Judgment and Situational Reasoning**

- Ability to lead others and reinforce thinking to perform tasks.
- Ability to apply abstract thinking to perform tasks.
- Ability to work independently.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to use independent judgment frequently in non-routine to occasionally highly unstable situations including decisions on implementing client service and treatment plans to encounters with potentially suicidal and violent clients.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to analyze data and information using established criteria, in order to define consequences and to consider and select alternatives.
- Ability to apply situational reasoning ability by exercising judgment in situations involving the evaluation of information against measurable criteria.

- Ability to use functional reasoning development in the performance of semi-routine functions involving standardized work with some choice of action.

**Physical Requirements**

- Ability to coordinate eyes, hands, feet, and limbs in performing coordinated movements in operating educational aids and office equipment.
- Ability to exert moderate effort in sedentary to light work, including stooping, kneeling, crouching. Ability to handle, finger and feel. Ability to lift and carry.
- Ability to recognize and identify degrees of similarities and differences between characteristics of colors, forms, sounds, odors, textures etc. associated with objects, materials and ingredients.
- Ability to move and guide material using simple tools.
- Ability to physically respond to a variety of settings to provide services, including office, community locations, private residences, jail, etc.
- Ability to operate a motor vehicle.

**Environmental Adaptability**

- Ability, in regard to environmental factors such as temperature variations, noise, disease, and/or dust, to work under moderately safe and comfortable conditions.
- Ability to visit environments with a moderate risk for disease or physical harm.

Richland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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Employee's Signature

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Supervisor's Signature

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Date

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Date