

**Richland County Health and Human Services
Agenda Item Cover**

Agenda Item Name: Approve Updated Position Descriptions

| | | | |
|-------------------------|---------------|-----------------------|--|
| Department | HHS | Presented By: | Tracy Thorsen |
| Date of Meeting: | July 9, 2020 | Action Needed: | Vote // Resolution |
| Disclosure: | Open Session | Authority: | County Board Rule #19 Committee Structure (<i>Finance & Personnel Committee/HHS Board</i>) Administrative Manual (<i>p.2 Job Description Requirements</i>) |
| Date submitted: | June 29, 2020 | Referred by: | Health and Human Services Board |

Recommendation and/or action language: Health and Human Services recommends that the following position descriptions and titles (*if specified*) need to be updated as a result of change to the organizational structure within the department (refer to attached position descriptions):

Administration & Building Operations Unit

Administration & Building Operations Manager (*formerly Administrative Supervisor*) – Angie Rizner
Confidential Administrative Secretary (2) – Meghan Rohn & Jaymie Bruckner
Secretary – Deb Dittmer
Secretary (35hrs/wk) – vacant
Clerical Assistant II (37.50hrs/wk) – vacant

Business & Financial Services Unit

Business & Financial Services Manager (*formerly Manager of Operations*) – Robin Hampton
Fiscal Specialist (3) – Kathy Dobbs, Tammy Newberry-Wheelock, Nichole Chitwood

Behavioral Health Services Unit

Business Systems Analyst (*formerly Business Systems Supervisor*) – Sharon Pasold

Approve revising proposed position descriptions and titles as well as the Definitions section of the Handbook of Personnel Policies and Work Rules of Richland County and the Richland County Wage Scale to include position changes, and forward the recommendation onto the Finance & Personnel Committee and County Board for approval.

Background: During the last few years, the administrative/building operations and business/finance functions of the Administrative Services Unit have evolved and become more distinctly separate resulting in the decision to split the unit creating an Administration & Building Operations Unit and a Business & Financial Services Unit. Although these two new units will have clearly different functions; there will continue to be significant inter-unit collaboration.

With regard to the changed title of the Business Systems Supervisor position (from supervisor to analyst), this position was originally created as a “supervisor” position within the Behavioral Health Unit, but even though this position has an important role in the management structure, it is not appropriate for this position to supervise the behavioral health professionals.

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Attachments and References:

| | |
|--|---|
| County Handbook of Personnel Policies and Work Rules – revise page 4 | Administration & Building Operations Manager position description |
| Confidential Administrative Secretary position description | Secretary position description |
| Clerical Assistant II position description | Business & Financial Services Manager position description |
| Fiscal Specialist position description | Business Systems Analyst position description |

Financial Review:

(please check one)

| | | | |
|-------------------------------------|----------------------|-----------------------|--|
| <input type="checkbox"/> | In adopted budget | Fund Number | |
| <input type="checkbox"/> | Apportionment needed | Requested Fund Number | |
| <input checked="" type="checkbox"/> | No financial impact | | |

Approval:



Department Head

Review:



Administrator, or Elected Office (if applicable)

RICHLAND COUNTY POSITION DESCRIPTION

Position Title: Administration & Building Operations Manager
Administrative Supervisor **Department:** Health and Human Services

Reports to: Director Manager of Operations **Pay Grade:** 23 & J

Date: July 9, 2020 January 1, 2018 **Hours Per Week:** 40

PURPOSE OF POSITION

The purpose of the Administration & Building Operations Manager Administrative Supervisor position is to plan, develop, supervise, and evaluate the activities of the Administration & Building Operations Unit Administrative Services Unit. The Administration & Building Operations Manager Administrative Supervisor serves as the Health & Human Services' Clients Rights Specialist, Complaint Officer and Public Information Officer.

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.

- Plans, directs, and monitors Administration & Building Operations Unit Administrative Services Unit staff in relation to work assignments, supervision, policies and procedures, annual performance evaluations, and payroll activities. Participates in interview process, training, coaching, counseling, scheduling, disciplinary action, and reclassifications.
- Performs Human Resource functions for the agency; including advertising, interviewing, skills testing, orientation, conducting background checks, county personnel policy interpretation, processing of personnel paperwork, payroll, maintaining personnel database, position descriptions and personnel files. Acts as liaison with employee leasing agencies.
- Assists Director with Responsible for Health & Human Services Board meetings. Arranges meeting logistics, prepares meeting materials and mailings, coordinates takes meeting minutes and offers presentations when necessary. Forwards agenda items onto County Administrator, County Clerk and/or Corporation Counsel for further action. Acts as liaison with Board members.
- Oversees agency fiscal operations; including accounts payable, accounts receivable, payroll, expense and revenue tracking, billing, reconciliations, data entry, and other basic accounting functions.
- Coordinates the Creates and monitors annual Health and Human Services provider contracting process contracts; including coordinating Board approval process, developing and assembling the appropriate contract documents to comply with DHS, DCF, and other State agency requirements, obtaining appropriate signatures, ensuring all required documents are received from each provider, proof of insurance, licensure, and annual audits and monitoring utilization.
- Develops and monitors Assists with developing and monitoring the Administration & Building Operations Administrative Services Unit budget.

- Oversees the preparation and distribution of the agency's Annual Report.
- As the Richland County Health & Human Services' Clients Rights Specialist and Complaint Officer, the Administration & Building Operations Manager Administrative Supervisor participates in Clients Rights investigations and internal complaint investigations, recommends solutions, and offers a decision.
- Maintains, creates, directs implementation, and monitors compliance of agency-wide and unit specific policies and procedures.
- Responsible for general office maintenance functions; including building maintenance, repairs, inventory, ordering, and payment of invoices.
- Assists the Director with implementing agency-wide initiatives; including posting to social media outlets in an effort to better inform the public of agency activities.
- Assists the County Administrator with a variety of confidential administrative tasks.
- Assists with a variety of Health Insurance Portability and Accountability (HIPAA) duties; including training staff, answering questions, creating forms, and modifying policies.
- Represents Richland County Health and Human Services to the community at large through professional interaction and participation in community advisory groups as requested.
- 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

- Bachelor's degree in business management or related field preferred with three five-years of human services experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.
- Three Five years of supervisory experience required.
- 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 records ~~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 counsel and mediate, which may include staff supervision. Ability to persuade and convince others. ~~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 effectively communicate orally and in writing with clients, service providers, agency staff, government personnel, and the general public. 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 percentages, and use descriptive statistics, 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 judgement 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 judgement, decisiveness, and creativity in situations involving the evaluation of information against measurable criteria.
- Ability to use functional reasoning development in performing activities with systems involving diversified work requiring the exercise of judgement, the performance of semi-routine functions involving standardized work with some choice of action.

Physical Requirements

- Ability to operate a variety of office equipment including computers and ancillary devices, calculator, photocopier, fax, etc.
- 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 work in a comfortable and occasionally unsafe office environment.
- ~~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.

Employee's Signature

Supervisor's Signature

Date

Date

RICHLAND COUNTY POSITION DESCRIPTION

Position Title: Confidential Administrative Secretary

Department: Health and Human Services

Reports to: Administration & Building Operations Manager
Administrative Supervisor

Pay Grade: 16 & G

Date: July 9, 2020~~January 1, 2018~~

Hours Per Week: 40

PURPOSE OF POSITION

The purpose of the Confidential Administrative Secretary position is to provide a high level of confidential administrative support to the Health and Human Services Director, Administration & Building Operations Manager, ~~Manager of Operations, Administrative Supervisor~~ and other 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 confidential administrative support to the Health and Human Services Director and other members of management. Duties include attending and typing confidential manager meeting minutes and workgroup assignments, assisting with State audits, creating and maintaining confidential administrative and legal correspondence, processing confidential releases of information, and coordinating staff trainings or events.
- Assists the Administration & Building Operations Manager Administrative Supervisor with preparing for Health & Human Services Board meetings and other governance meetings; including arranging meeting logistics, assembling documents, and taking meeting minutes as needed.
- Assists the Administration & Building Operations Manager Administrative Supervisor with Human Resource functions; including maintenance of personnel files and job descriptions, creating and populating personnel database, conducting criminal background checks on personnel and providers, typing performance evaluations, and assisting with the orientation of staff.
- Assists the Administration & Building Operations Manager Administrative Supervisor with the creation and distribution of annual provider contracts and agency policies and procedures.
- Prepares and assembles the agency's annual report.
- Prepares the agency's payroll; including the collection and entry of employee timesheets, tracking of benefits, and all other payroll related duties.
- Performs back up reception duties as needed.
- 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 records, 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.~~ Ability to effectively communicate orally and in writing with clients, service providers, agency staff, governmental personnel, and the general public.

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 judgement 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 judgement 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 operate a variety of office equipment including computers and ancillary devices, calculator, photocopier, fax, etc.
- 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 work in a comfortable and occasionally unsafe office environment visit environments with a moderate risk for disease or physical harm.

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Employee's Signature

Supervisor's Signature

Date

Date

RICHLAND COUNTY POSITION DESCRIPTION

Position Title: Secretary

Department: Health and Human Services

Reports to: Administration & Building Operations Manager
Administrative Supervisor

Pay Grade: 6 & E

Date: July 9, 2020 ~~January 1, 2018~~

Hours Per Week: 40

PURPOSE OF POSITION

The purpose of the Secretary 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.

- Performs reception duties including; opening and closing the office, greeting clients and visitors, answering telephone and routing to correct staff, delivering messages and documents, accepting payments and writing receipts, distributing information regarding agency programs and services, and distributing items from the Public Health Loan Closet.
- If specifically assigned, performs Immunization Clinic duties for the Public Health Unit; including accessing the Wisconsin Immunization Record (WIR) Program, assisting patients with the completion of paperwork, and processing data entry, ~~and billing.~~
- If specifically assigned, performs Mental Health Outpatient Clinic duties for the Behavioral Health Clinical Services Unit; including accessing the Electronic Medical Record (EHR) Program and Forward Health website, completing intake forms, creating and maintaining patient schedule, appointment reminder calls and letters, document and electronic client file maintenance, scanning, data entry, and assisting with confidential releases of information.
- If specifically assigned, responsible for scanning all incoming Economic Support documents into the electronic client records and process client paperwork.
- Provides administrative support to management staff; including creating general correspondence, maintaining files and databases, creating presentations and reports, scheduling appointments, and coordinating programmatic activities.
- Attends governance or workgroup meetings. Assists with arranging meeting logistics, prepares meeting materials, takes meeting minutes, and performs other related duties.
- Assists the Administration & Building Operations Manager Administrative Supervisor with general office maintenance functions and the ordering of office supplies.
- 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.
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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 records, financial reports, letters and memos, state and federal rules and regulations manuals, professional journals and papers, job applications, insurance forms, budget sheets.
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Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and fractions.
- Ability to compare, count, differentiate, measure and/or sort data and information.
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Judgment and Situational Reasoning

- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- 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 judgement 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 operate a variety of office equipment including computers and ancillary devices, calculator, photocopier, fax, etc.
- 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 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 work in a comfortable and occasionally unsafe office environment.

Language Ability and Interpersonal Communication

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Employee's Signature

Supervisor's Signature

Date

Date

RICHLAND COUNTY POSITION DESCRIPTION

Position Title: Secretary

Department: Health and Human Services

Reports to: Administration & Building Operations Manager
Administrative Supervisor

Pay Grade: 6 & E

Date: July 9, 2020 ~~January 1, 2018~~

Hours Per Week: 35—40

PURPOSE OF POSITION

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ESSENTIAL DUTIES AND RESPONSIBILITIES

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- Performs reception duties including; opening and closing the office, greeting clients and visitors, answering telephone and routing to correct staff, delivering messages and documents, accepting payments and writing receipts, distributing information regarding agency programs and services, and distributing items from the Public Health Loan Closet.
- If specifically assigned, performs Immunization Clinic duties for the Public Health Unit; including accessing the Wisconsin Immunization Record (WIR) Program, assisting patients with the completion of paperwork, and processing data entry, ~~and billing.~~
- If specifically assigned, performs Mental Health Outpatient Clinic duties for the Behavioral Health Clinical Services Unit; including accessing the Electronic Medical Record (EHR) Program and Forward Health website, completing intake forms, creating and maintaining patient schedule, appointment reminder calls and letters, document and electronic client file maintenance, scanning, data entry, and assisting with confidential releases of information.
- If specifically assigned, responsible for scanning all incoming Economic Support documents into the electronic client records and process client paperwork.
- Provides administrative support to management staff; including creating general correspondence, maintaining files and databases, creating presentations and reports, scheduling appointments, and coordinating programmatic activities.
- Attends governance or workgroup meetings. Assists with arranging meeting logistics, prepares meeting materials, takes meeting minutes, and performs other related duties.
- Assists the Administration & Building Operations Manager ~~Administrative Supervisor~~ with general office maintenance functions and the ordering of office supplies.
- 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.

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MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

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- 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 records, financial reports, letters and memos, state and federal rules and regulations manuals, professional journals and papers, job applications, insurance forms, budget sheets.
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Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and fractions.
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Judgment and Situational Reasoning

- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
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- 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 judgement 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 operate a variety of office equipment including computers and ancillary devices, calculator, photocopier, fax, etc.
- 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 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 work in a comfortable and occasionally unsafe office environment.

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- 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.

Employee's Signature

Supervisor's Signature

Date

Date

RICHLAND COUNTY POSITION DESCRIPTION

Position Title: Clerical Assistant II **Department:** Health and Human Services

Reports to: Administration & Building Operations Manager **Pay Grade:** 5 & E
Administrative Supervisor

Date: July 9, 2020 ~~January 1, 2018~~ **Hours Per Week:** 37.5040

PURPOSE OF POSITION

The purpose of the Clerical Assistant II 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.

- Performs reception duties including; opening and closing the office, greeting clients and visitors, answering telephone and routing to correct staff, delivering messages and documents, accepting payments and writing receipts, distributing information regarding agency programs and services, and distributing items from Public Health Loan Closet.
- If specifically assigned, performs Immunization Clinic duties for the Public Health Unit; including accessing the Wisconsin Immunization Record (WIR) Program, assisting patients with the completion of paperwork, and processing data entry, ~~and billing~~.
- If specifically assigned, performs Mental Health Outpatient Clinic duties for the Behavioral Health Clinical Services Unit; including accessing the Electronic Medical Record (EHR) Program and Forward Health website, completing intake forms, creating and maintaining patient schedule, appointment reminder calls and letters, document and electronic client file maintenance, scanning, data entry, and assisting with confidential releases of information.
- If specifically assigned, responsible for scanning all incoming Economic Support documents into the electronic client records and process client paperwork.
- Provides administrative support to management staff; including creating general correspondence, maintaining files and databases, creating presentations and reports, scheduling appointments, and coordinating programmatic activities.
- Assists the Administration & Building Operations Manager ~~Administrative Supervisor~~ with general office maintenance functions and the ordering of office supplies.
- 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 records, financial reports, letters and memos, state and federal rules and regulations manuals, professional journals and papers, job applications, insurance forms, budget sheets.
- Ability to effectively communicate orally and in writing with clients, service providers, agency staff, governmental personnel, and the general public.

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 interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- 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 judgement 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 operate a variety of office equipment including computers and ancillary devices, calculator, photocopier, fax, etc.
- 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 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 work in a comfortable and occasionally unsafe office environment.

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.

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Employee's Signature

Supervisor's Signature

Date

Date

RICHLAND COUNTY POSITION DESCRIPTION

Position Title: ~~Manager of Operations~~ Business & Financial Services Manager

Department: Health and Human Services

Reports to: Director

Pay Grade: 30 & M

Date: September 1, 2019

Hours Per Week: 40

PURPOSE OF POSITION

The purpose of this position is to oversee the ~~Administrative~~ Business & Financial Services of Health and Human Services, while also being responsible for the agency's business and financial management operations.

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 and assigned.

- Plans, directs and monitors the ~~Business & Financial~~ Administrative Services in relation to work assignments, policies and procedures, annual performance evaluations, and payroll activities. Participates in interview process, training, coaching, counseling, scheduling, disciplinary action, and reclassifications.
- ~~In the area of Administrative Services,~~ Responsible for maintaining and improving all fiscal related activities including but not limited to accounts payable, accounts receivable, payroll, expense and revenue tracking, billing, reconciliations.
- Directs all aspects of the department's accounting policies and practices and assure compliance with State and Federal requirements.
- Prepares and implements the annual budget for programs and services as approved by the Health and Human Services Board and County Board.
- Maintains and monitors the agency budget and prepares monthly expenditure reports to be presented to the Health and Human Services Board.
- Creates the departmental fiscal policies and make presentations to committees and boards as required. Approves all agency expense reports, payments and makes accounting adjustments as necessary. Completes State CARS and SPARC (County Revenue Programs from the State) reporting. Completes HSRR and 942 State expense and revenue reports. Completes Wisconsin Medicaid Cost Reporting multifaceted reconciliation tool. Sets Foster Care rates for new and ongoing providers. Monitors, reviews and reconciles the Community Options Program and Comprehensive Community Services Program. Prepares fiscal and narrative reports as necessary. Completes the reconciliations of multiple State and Federal programs. Coordinates all departmental audits and act as liaison

to the various auditors. Serves as Project Manager for any adhoc/new programmatic budgets.

- Consult with department managers, staff, contracted personnel and other county staff to assure that fiscal and support programs and activities are implemented and functioning as required.
- Represents Richland County Health and Human Services to the community at large through professional interaction and participation in community advisory groups as requested.
- 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

- Master's degree in accounting, business or public administration, or related field from an accredited college and a minimum of three years of progressively responsible, professional level experience in the performance of varied accounting and financial management activities including governmental reimbursement; or a combination of education, training and experience which provides the necessary knowledge, skills and abilities to perform the duties of this position.
- Three years of experience in the supervision of fiscal management services utilizing computer-processing systems required.
- 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 records, financial reports, letters and memos, state and federal rules and regulations manuals, professional journals and papers, job applications, insurance forms, budget sheets.
- Ability to counsel and mediate, which may include staff supervision. Ability to persuade and convince others.
- Ability to effectively communicate orally and in writing with clients, service providers, agency staff, governmental personnel, and the general public.

Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and use descriptive statistics.
- 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 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 judgement, decisiveness, and creativity in situations involving the evaluation of information against measurable criteria.
- Ability to use functional reasoning development in the performing activities within systems involving diversified work requiring exercise of judgement.

Physical Requirements

- Ability to operate a variety of office equipment including computers and ancillary devices, calculator, photocopier, fax, etc.
- 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 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 work in a comfortable and occasionally unsafe office environment.

Language Ability and Interpersonal Communication

- Ability to interpret and comprehend a variety of documents including state policy manuals and regulations, computer software manuals and texts, memos and letters.
- Ability to counsel and mediate, which may include staff supervision. Ability to persuade and convince others.
- Ability to effectively communicate orally and in writing with clients, service providers, agency staff, governmental personnel, and the general public.

Mathematical Ability

- Ability to add, subtract, multiply, divide and calculate decimals and percentages, and use descriptive statistics.

Judgment and Situational Reasoning

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- Ability to operate a variety of office equipment including computers and ancillary devices, calculator, photocopier, fax, etc.
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