

PUBLIC AUTHORITY REGISTRY SPECIALIST

DEFINITION

Under supervision of the Public Authority Manager or HHS A Program Manager, implements policies and procedures related to the Public Authority IHSS provider registry, including registry database management; implementation of policies and procedures related to IHSS provider and consumer training, and support services.

DISTINGUISHING CHARACTERISTICS

Incumbents work under general supervision receiving instructions on priority of projects and on the work methods and techniques to be followed in completing work assignments. The incumbent's primary responsibilities include day-to-day operation of the IHSS provider registry; provision, coordination and monitoring of provider and consumer training; and provision of provider and consumer support services which will include social casework of average difficulty in evaluating client needs, monitoring clients and providers, and investigating and resolving complaints. The incumbent's primary responsibilities will require regular travel to different locations throughout the County.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Public Authority Manager or HHS A Program Manager; provides leadership and coordination of activities of lower-level staff as assigned.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Recruits providers for the registry, assists providers with registry application and intake process, checks provider references and background, conducts provider orientations and monitors provider follow-up.

Conducts consumer intakes with the County IHSS Social Worker, generates lists of providers for consumers, refers providers to consumers and conducts consumer follow-up.

Manages/maintains computerized provider registry database, matching consumers with providers.

Schedules emergency and on-call coverage of providers.

Develops consumer and provider training curriculum.

Recruits trainees for provider training.

Plans, coordinates, conducts and monitors consumer and provider training activities, including provision of training on appropriate techniques of providing personal care, use of adaptive equipment, etc.

Provides consumer and provider support services, including conflict resolution between consumers and providers; investigating complaints and evaluating the situation with the County IHSS Social Worker; assists in resolution of complaints including training or change of providers.

Regularly travels to different locations throughout the County to provide consumer/provider training and support services.

Prepares or assists in the preparation of narrative and statistical reports.

Organizes and maintains various registry and training records and files.

Interprets rules, regulations, and policies within scope of responsibilities.

Provides information to consumers about resources within the agency and the community.

Makes necessary referrals to Adult Services when problems are beyond incumbent's scope of authority and capability.

Establishes and maintains cooperative working relationships with other departments, agencies and professionals as appropriate.

Issues time sheets and trouble shoots payroll issues for IHSS providers.

Fingerprints/Livescans providers.

Investigates and resolves payroll related disputes and determines eligibility of payment.

Processes payroll queues and special payroll transactions.

As the Custodian of Records for the Glenn county Public authority, this position is responsible for the storage, dissemination and destruction of the criminal records furnished by the agency.

Processes W2 duplicate requests, reviews W4 and DE4 for completeness.

Provides payroll related information as it relates to the IHSS program.

Trains IHSS care providers on how to complete their timecard. Works with IHSS consumers on how to approve the provider's timecard.

Completes employment verifications to various internal departments and outside organizations including but not limited to: banks, institutions, mortgage lenders, welfare programs, child support, unemployment (EDD), Social Security, and rental agencies.

Performs general administrative/office work as required, including but not limited to copying and filing documents, preparing/typing documents, answering the telephone, faxing information, entering computer data, attending meetings, ordering supplies, maintaining office cleanliness, etc.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and local policies, laws and regulations governing IHSS program and Public Authority.

Principles and practices of social casework.

In Home Support Services systems.

Job development, employee recruitment, interviewing, screening, orientation and training techniques and practices.

Computer database applications.

The home-care industry and home care registries.

Community resources, organizations and interest groups.

Elderly and disabled home-care needs and issues.

Appropriate techniques of providing personal care, use of adaptive equipment, etc.

Interpersonal, problem solving and conflict resolution techniques.

Business letter writing and report preparation; English language usage, punctuation, spelling and grammar.

Modern office procedures, practices and technology, including the use of computers for data and word processing.

Ability to:

Interpret and apply federal, state and local policies, procedures, laws and regulations.

Recruit, interview, screen, orient, train and refer registry providers.

Interview and evaluate clients, determine needs, investigate and resolve complaints.

Manage/maintain computerized provider registry database.

Plan, coordinate, conduct and monitor consumer and provider training and support services activities, including ability to train in appropriate techniques of providing personal care, use of adaptive equipment, etc.

To gather and analyze data.

Write and organize reports.

Assist in program planning and development.

Communicate clearly and concisely orally and in writing.

Deal effectively, tactfully and courteously with the public, technical and professional personnel, establishing and maintaining cooperative-working relationships with those contacted in the course of work.

Maintain confidentiality as appropriate.

Establish and maintain cooperative working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities are:

Experience:

One year of full-time experience in an administrative or staff capacity performing social work, vocational rehabilitation, human resources management, in-home provider registry, physical or occupational therapy, or health related functions.

Training:

Possession of a baccalaureate degree from an accredited college or university, with a major in social work, vocational rehabilitation, human resources management, health, physical or occupational therapy or closely related field.

OR

Experience:

Two years of full-time experience in an administrative or staff capacity performing social work, vocational rehabilitation, human resources management, in-home provider registry, physical or occupational therapy, or health related functions.

Training:

Successful completion of 30 semester or 45 quarter units in social work, vocational rehabilitation, human resources management, health, physical or occupational therapy or closely related field.

LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, an appropriate, valid California Driver License.

SPECIAL REQUIREMENTS:

Work is primarily completed in an office setting. Duties may involve sitting and/or standing, for extended periods of time and may require attending meetings offsite or in other cities. May require travel, overtime, evening or weekend work.