

HEALTH PROGRAM SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is moderately difficult clerical work involving responsibility for the general understanding of specific laws, organizational rules, procedures and policies of an assigned program in the Health Department and Office for Aging. The position involves maintaining cooperative relationships with program participants, customers, clients, service providers, community partners and third party payers in facilitating payment for care and services. The work is performed under the general direction of higher level program staff with leeway granted for the exercise of independent judgement in dealing with individuals under established policy guidelines. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews documents for accuracy, completeness, processes and conformity with established procedures and makes appropriate determinations;
Interviews program clients to obtain financial and diagnostic information;
Answers inquiries in person, by telephone or mail regarding program services and eligibility requirements;
Explains program guidelines and policies;
Refers customers, participants and clients to other community agencies for services;
Obtains necessary information to complete required forms;
Maintains agency record keeping system for accuracy, both manually and computerized;
Posts figures to appropriate accounts, makes necessary adjustments in balances and verifies and reconciles balances;
Prepares moderately complex financial and/or written reports;
Uses a data entry terminal keyboard and visual screen to enter and retrieve pertinent data from computer files;
Receives informative updates on procedures related to the program's activities and incorporates them into daily procedures;
Assists with educational outreach activities related to health issues;
Uses a standard keyboard to type correspondence, records and other written materials.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of medical terminology;
Good knowledge of office terminology, procedures and equipment;
Good knowledge of business arithmetic and English;
Good knowledge of modern methods used in keeping and checking financial accounts and records;
Good knowledge of community agencies, facilities and services which can be utilized to aide program clients;

Good knowledge of interviewing techniques and methods;
Good knowledge of relevant rules and regulations pertaining to the program concerned;
Good computer skills;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to learn, understand and interpret numerous laws, rules, and regulations pertinent to the assigned program;
Ability to establish and maintain good working relationships with clients, family members, professional groups and public/private organizations;
Resourcefulness and courtesy.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree or higher; OR
- B) Completion of 30 semester credit hours from a regionally accredited or New York State registered college or university and one year of the experience providing assistance to clients/patients in a professional office or health-care setting; OR
- C) Graduation from high school or possession of an equivalency diploma and two years of experience providing assistance to clients/patients in a professional office or health care setting; OR
- D) Equivalent combination of training or experience as defined by the limits of A), B) and C) above.