



PROVIDER ENROLLMENT & TRAINING SPECIALIST

Reports To: Provider Enrollment Supervisor
FLSA Status: Non-Exempt
Updated: 5/1/18

SUMMARY

Under general supervision of the Provider Enrollment Services Supervisor and as a member of a team, processes IHSS Individual Provider application forms and paperwork, provides enrollment screening for IHSS Individual Provider candidates, and conducts Individual Provider orientations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements are intended to describe the general nature and level of work being performed by an individual assigned to this job. Other duties may be assigned.

- Functions as a member of a team
- Assists Individual Providers with completing the required paperwork for IHSS enrollment checks and evaluates identification and documentation provided by IHSS Individual Provider applicants and ensures all required documents are submitted correctly
- Conducts personal interviews with Individual Providers to obtain, clarify, and verify eligibility
- Explains regulations, requirements, and responsibilities to Individual Provider applicants
- May be responsible for DOJ background check tasks including, but not limited to, processing results, entering data, follow-up, subsequent arrest notifications & general related communications
- Uses specialized computer applications to enter and retrieve information, process eligibility determinations, issue notices, prepare correspondence, prioritize work, or perform other relevant tasks
- Travels to different locations throughout the County to oversee Individual Provider enrollment process and conduct orientations. Requires use of personal vehicle for both personal transportation and carrying of small office equipment and supplies
- Develops, organizes and maintains various IHSS Individual Provider records and files both electronic and paper, including the computerized Individual Provider database
- Prepares letters, pamphlets, handouts from source data provided
- Responds to voice mails. Makes and receives phone calls including answering inquires regarding Public Authority and Provider enrollment process, follow-up regarding Individual Provider forms, and complaints
- Determines Individual Provider eligibility as it relates to becoming an IHSS Individual Provider
- Continuously checking, responding, and distributing Provider Enrollment related voice mails, and U.S. mail
- Tracks eligibility for valid INS authorization cards and minor work permits
- Perform other duties as assigned

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

INTERACTION

Continuously interacts with the Provider Enrollment staff, Supervisors, management, other Public Authority and IHSS staff, Individual Providers, Consumers, and the public.

EDUCATION and EXPERIENCE

High School Diploma and two (2) years of experience in a Human Services or Human Resources field or an Associate of Arts degree in a related field and one year of experience in the Human Services/Human Resources field or a combination of education and experience that provides the candidate with the necessary background to perform the requirements of the position.

KNOWLEDGE, SKILLS AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/ or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to exercise tact, objectivity, sensitivity, strategy and judgment in dealing with a variety of populations in a variety of situations
- Ability to read, interpret and apply simple to complex instructions, procedures, emails, and other correspondence
- Ability to write effectively (e.g. correspondence, case notes, emails, etc.)
- Ability to effectively present information in a one-on-one and small group situations to Consumers, Providers, PA staff and IHSS staff
- Proficient use of Windows operating systems and MS Office Suite programs including Outlook, Word, Excel, and PowerPoint. Knowledge of CMIPS II is a plus
- Knowledge of group facilitation techniques; conflict resolution techniques, and coaching techniques
- Ability to react well under pressure and follow through on commitments
- Ability to communicate fluently in English is required. Ability to communicate fluently in Spanish or other second language is desirable
- Ability to deal positively with a wide range of people and personalities and handle tense situations in a diplomatic fashion
- Ability to approach others in tactful manner, react well under pressure and follow through on commitments
- Thorough knowledge of business English (including spelling, grammar, punctuation, and vocabulary and ability to prepare simple to complex written correspondence and reports
- Knowledge of clerical, office and record keeping procedures including alphabetic, numeric, subject and chronological indexing and filing rules and systems
- General knowledge of various socio-economic, cultural, ethnic and disabled populations in order to apply sensitivity appropriately
- Attention to detail when updating and accurately maintaining records and documents, reviewing and verifying information, and resolving errors and discrepancies discovered in the course of work
- Exercise appropriate judgment in answering questions and releasing information
- Ability to learn and use unique computerized applications
- Ability to maintain confidentiality

OTHER REQUIREMENTS

Successful completion of Department of Justice criminal background check and a federal debarment and exclusion list review, possession of a valid class C California Driver's License, and ability to provide proof of current automobile insurance.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, hear, stand for extended periods of time, fine finger manipulation, reach with hands and arms, and stoop. Specific vision abilities include close vision, and ability to adjust focus and view information on a computer screen for long periods of time. Ability to lift and carry up to 20 pounds with or without assistance.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. The work environment varies between an office setting and in own automobile traveling throughout the County to various off site training and recruiting venues.