



REGISTRY COORDINATOR – Bilingual Spanish (Temp to Hire Position)

Reports To: Registry Supervisor
FLSA Status: Non-Exempt
Salary: \$28.50 hourly

SUMMARY

Under supervision of the Registry Supervisor, and as a member of a team, this position provides assistance to Registry individual providers and IHSS consumers.

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.

- Communicates with seniors, persons with disabilities, and individual providers to provide information, referrals, and assistance
- Facilitates the hiring process with IHSS consumers and individual providers throughout San Diego County
- Conducts telephone intakes with IHSS consumers and/or their authorized representatives, provides interview assistance, and mediation
- Performs home visits with IHSS consumers
- Maintains electronic case files and case notes
- Mandated reporters, reports abuse to Adult Protective Services
- Uses specialized computer applications to enter and retrieve information, process eligibility determinations, issue notices, prepare correspondence, prioritize work, or perform other relevant tasks

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

INTERACTION

Continuously interacts with the Registry department, other Public Authority staff, County IHSS staff, providers, consumers, health plan case managers, and the public.

EDUCATION and/or EXPERIENCE

Bachelor's Degree in social welfare, social work, or related field and one (1) year experience as a social worker in a social services agency, or equivalent combination of education and experience or a combination of education and work 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.



PUBLIC AUTHORITY

*In-Home Supportive Services
San Diego County*

- Ability to effectively present information in one-on-one and small group situations to Consumers, authorized contacts, Providers, PA staff and IHSS staff
- Proficient use of Windows operating systems and MS Office Suite programs including Outlook, Word, Excel, and PowerPoint, Teams. Proficient use of Zoom, Adobe Sign, and CMIPS II (Case Management Information and Payrolling System)
- Knowledge of group facilitation techniques; conflict resolution techniques, and coaching techniques
- Ability to communicate fluently in English is required. Ability to communicate fluently in Spanish or other second language is desirable
- Thorough knowledge of methods of identifying, assessing and addressing consumer needs
- Knowledge of Federal, State and local level programs available to elderly individuals and people with disabilities
- Knowledge of mental health, elderly, and disabled home-care needs and issues
- Ability to establish and maintain effective working relationships with individuals, groups, and community agencies
- Thorough knowledge of business English and Spanish (including spelling, grammar, punctuation, and vocabulary) and the ability to produce letters, report documents and other written correspondence
- Ability to maintain confidentiality and exercise appropriate judgment
- 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

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. Use of own vehicle may be required.

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 here are representative of those an 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 Hybrid work environment varies between an office setting, Remote working from home (employees are required to be in the office 50% of the time) and in own automobile traveling throughout the County to various off-site training and recruiting venues.