

Posted 11/6/17

KENNETH YOUNG CENTER (KYC)
HUMAN RESOURCES

POSITION DESCRIPTION & POSTING

OLDER ADULT PROGRAM ASSISTANT

Job Scope: The Program Assistant is responsible for providing support services to the Supervisor of Grants and Compliance. Support services such as with the maintenance of all Older Adult records and support services the CHOICES Program Care Coordinators, maintaining accurate pre-screen documents and request records, CHOICES program billing and processing external screen requests.

Essential Functions: The work environment characteristics, responsibilities, and competencies described here are representative of those an employee encounters and is required to perform while meeting the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I. Responsibilities.

A. Billing and Pre-Screening Responsibilities

1. Provide IDOA-CCP Nursing Home Pre-screening Support
2. Send Pre-Screen Paperwork to Requesting Nursing Homes in accordance with IDOA rules
3. Respond to Nursing Homes requesting paperwork in an appropriate and timely manner
4. Interface with prescreening staff regarding missing or inaccurate paperwork
5. Maintain Senior Services Storage Area
6. Monitor records for accuracy, completeness and compliance as directed by supervisor
7. Enter pre-screening referral, opening and billing information into CMIS system as directed by supervisor
8. Process billing to IDOA and ORS as directed by supervisor
9. Maintain IDOA-CCP client files as directed by supervisor
10. Process Title III-B Home Repair Requests as directed by supervisor
11. Preparing and distribute client files as directed by the supervisor
12. Manage Donation request for services provided as needed
13. Provide back up as needed for the Title III-C Home Delivered Meals Program

B. General Responsibilities

1. Complete documentation in timely and accurate fashion.
2. Participate in supervision
3. Participate in team meetings as appropriate
4. Participate with Supervisor in regular performance reviews
5. Participate in orientation and applicable training programs

6. Complete other duties as assigned

II. General Competencies

- A. Promote positive image of KYC with all contacts (customers)
- B. Exhibit high quality work
- C. Be a productive member of the staff
- D. Demonstrate cooperation
- E. Take the initiative to act on own
- F. Use excellent judgment
- G. Communicate clearly
- H. Make use of supervision
- I. Contribute to development of a culture of care

III. Core Competencies

- A. Detail oriented
- B. Ability to interact with the public
- C. Ability to enter data accurately

IV. Special Competencies

- A. Ability respond quickly to customer requests via phone, fax or e-mail
- B. Ability to use good judgement in interacting with customers
- C. Proficiency in Microsoft Excel
- D. Excellent typing skills

V. Education and Experience

- A. High school diploma or equivalent
- B. Data entry experience
- C. Experience using Microsoft Excel

VI. Work Environment

- A. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
- B. The employee may be required to travel infrequently by automobile to meetings/trainings in and around KYC's catchment area.
- C. While conducting external KYC business or traveling between sites, the employee may be exposed to fumes or airborne particles as well as changing weather and road conditions.

VII. Physical Demands

- A. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.
- B. While performing the duties of this job, the employee is regularly required to talk or hear, use eyes to see and scan the environment
- C. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms; bend or stoop as necessary.

- D. Employee is occasionally required to carry, move, or transport health records or other objects weighing as much as 25lbs while conducting group and individual therapy sessions.

VIII. Chain of Authority

- A. Reports to Compliance and Billing Supervisor or Manager of Transitional Care Services
- B. Receives additional supervision from the Coordinators – CHOICES Program or Compliance and Billing Supervisor or Manager of Transitional Care Services

IX. Schedule/Timekeeping

- A. Non-Exempt, Part Time, Hourly, Up to 24 hours a week, as needed
- B. Time Keeping – Accurately record hours worked in the electronic timekeeping system (on a daily basis when possible) in accordance with the timekeeping policy and practice.

Kenneth Young Center is an Equal Opportunity Employer