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|---------------------|---|----------------------------|---|
| Job Title:          | <b>Community Health Program Manager</b> | Job Requisition#           | <b>2k16-04-13</b>                                       |
| Department:         | <b>Community Services</b>               | Status:                    | <b>Classified</b>                                       |
| Created:            | <b>4/08/2016</b>                        | Job Code:                  | <b>6130</b>   |
| Union:              | <b>Non-represented</b>                  | FLSA Designation:          | <b>E</b>  |
| First Day to Apply: | <b>04-12-2016</b>                       | Handles Confidential Info: | <b>Yes</b>  |
| Last Day to Apply:  | <b>Open Until Filled</b>                | Entry Wage:                | <b>\$20.6414/hourly</b>                                 |
|                     |   | Work Schedule:             | <b>M-F 8 a.m. – 5 p.m. (some evenings and weekends)</b> |

**GENERAL PURPOSE:** Under general supervision, coordinates the daily activities of the Sandoval County Health Commons Program (SCHCP), which includes the Health Care Assistance Program (HCAP), Medicare Programs, Medicaid Programs and the Affordable Health Care Act Marketplace Programs; monitors medical claims and analyzes participant eligibility for the Health Care Assistance Program; investigates, pays and resolves claim reimbursements to health care providers, ensuring quality and compliance with reimbursement policies; maintains broad knowledge of State and Federal regulations, eligibility criteria, available services and service access for the Medicare, Medicaid and Affordable Health Care Act Marketplace programs; oversees and coordinates daily work activities of assigned staff and assures they are trained and certified to perform job requirements; ensures accurate information, materials, and assistance are being provided to clients; and assures that the services provided meet the program requirements. Performs a variety of administrative support functions for management as directed or needed.

**MINIMUM QUALIFICATIONS:**

**Education and Experience:**

- Associates Degree in Family Studies, Social Services, Community Health, Social Work, or related field; and four years of experience planning, coordinating, and implementing community outreach programs/projects or similar programs, working knowledge of basic bookkeeping and reconciliation procedures, investigating and resolving claims reimbursements, and providing customer service functions to client base OR an equivalent combination of education and experience.
- One year of staff supervisory responsibility;
- Three years of experience utilizing specialized computer systems is required.

**Required Licenses or Certifications:**

- Valid New Mexico Driver's License.
- Marketplace Enrollment Counselor Certification must be obtained within a specified period of time from date of hire and maintained.
- Presumptive Eligibility/Medicaid On-Site Application (PE/MOSSA) determiner certification must be obtained within a specified period of time from date of hire and maintained.
- Notary Public Certificate must be obtained within a specified period of time from date of hire and maintained.

**SUPERVISION RECEIVED AND EXERCISED:**

Position reports to the Community Services Director, and exercises supervision over Eligibility and Community Outreach Workers and assigned staff.

**ESSENTIAL JOB FUNCTIONS:** *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Plans and coordinates the daily activities of the Community Health Program (CHP) and Health Care Assistance Program (HCAP)
- Oversees and coordinates the daily work activities of assigned CHP and HCAP staff; ensures accurate information, materials, and assistance are being provided to HCAP clients.
- Administer CHP services; review program applications, eligibility determination, enrollments, and referrals to service providers, claims, and reimbursements; develop summary and status reports.
- Monitors HCAP applications, and analyze the legitimacy of participant admission to the program.
- Investigates and resolves issues with HCAP claim reimbursements to health care providers, ensuring quality and compliance with reimbursement policies
- Supervises the processing of technical documents; reviews documents and assures the quality of work performed, and compliance with CHP program policies and standards.
- Investigates and resolves errors and discrepancies.
- Conducts community outreach presentations about CHP services; develops and maintains contacts with community resource agencies in order to facilitate CHP referrals.
- Serves as system administrator for the Community Health Information System (CHIS); defines levels of permission for individuals accessing the system; assigns login access and administers access protocols; conducts CHIS training for staff and contracted providers.
- Maintains the Community Health Information System (CHIS) by applying utilities that optimize the system processing environment; collects and documents data to determine user demand and assess system performance.
- Assists users with troubleshooting problems and provides detailed data to contracted technical support for program solutions.
- Monitors system usage and performance; researches, analyzes, and consolidates information to enable continuing innovation within the system
- Monitors operations in order to anticipate technical and management problems, and recommends changes to improve program functions and processes.
- Supervises, trains, and conducts performance evaluations for subordinate employees.
- Resolves technical issues as needed; assists and trains staff on interpretation and application of rules, regulations, policies, and procedures.
- Performs duties of Eligibility & Community Outreach Worker as needed to manage workload.
- Performs a variety of administrative support functions for management as directed or needed.
- Performs other related duties as assigned.

**Required Knowledge of:**

- County and departmental policies and procedures.
- Operational characteristics, services, and activities of community health programs, including business/industry principles and practices related to work assigned.
- Principles and processes for providing customer and personal services including needs assessment techniques, quality service and customer satisfaction techniques.
- County policies and procedures, office organization practices, correspondence and record keeping systems.
- Principles of office management, training methods, and techniques.
- Specific health programs and community resources related to assigned work.
- Federal, state and departmental community health functions, regulations, policies, procedures and programs.
- Case management principles and practices.
- Health and medical information as it relates to assigned work.
- Social services, community organizations, health services; and community resources and programs.
- Public health, indigent health care, health care services, social work, and public assistance systems and related state laws, regulations and standards.
- Indigent services available within the County.
- Medical terminology relevant to CHP Programs
- Arithmetical computations adequate to correctly perform work.
- Effective communication principles and practices including oral and written communication to include public relations and public speaking.

## JOB DESCRIPTION

## Community Health Program Manager

- Modern office procedures, methods, and equipment including computers and computer applications such as word processing, spreadsheets, and statistical databases.
- English usage, spelling, grammar, and punctuation.
- Principles of business letter writing.
- Principles of supervision, training, and performance evaluation.
- Principles of record keeping and records management.
- Principles of data collection and analysis.
- Methods for research and report presentation.

### Required Skill in:

- Administering and managing assigned community health services programs in a public-sector setting.
- Decision making within the scope of work and demonstrating accuracy and attention to detail.
- Learning rules, regulations, policies and procedures related to health care and public assistance.
- Effectively applying and implementing CHP program standards and procedures, applicable Federal rules and regulations, and County policies and procedures; interpreting and administering policies and procedures sufficient to administer, discuss, resolve, and explain them.
- Reviewing, updating, and maintaining files, reports and documentation for public assistance programs.
- Interviewing and investigative techniques; gathering information through interviews and financial documents; and applying pertinent rules and regulations required to determine eligibility for CHP services.
- Analyzing reports and a variety of documents.
- Performing mathematical computations and general office/clerical tasks.
- Conducting research and preparing administrative reports and program evaluations.
- Applying project and program management techniques and principles.
- Effectively utilizing standard personal computer software programs and specialized state and County software to accomplish assigned work; compiling reports and preparing spreadsheets.
- Supervising and training staff; coordinating and delegating tasks and authority.
- Verifying and validating work of program staff; auditing contract providers' files; and identifying and reporting discrepancies.
- Communicating effectively verbally and in writing, working with difficult clients; providing effective customer service and public relations.
- Establishing and maintaining effective working relationships with employees, other agencies, and the public, including meeting and dealing tactfully with the public.

### Physical Demands / Work Environment:

- Administrative Work is performed in a standard office environment and is generally sedentary in nature.
- Work requires sitting for prolonged periods of time; walking, standing, stooping, and lifting books or files of approximately 25 pounds or less.
- Work frequently involves extended periods of time viewing a computer monitor and operating a keyboard.
- Work frequently requires speaking, hearing and utilizing a phone, calculator, cell phone, copier or fax machine.
- Operates vehicle to conduct community outreach presentations about CHP services, and attend meetings and events.
- Exposure to computer screens and office equipment
- Occasionally may be exposed to infectious diseases when dealing directly with members of the public or in public settings
- Exposure to varied weather conditions and environments while conducting outreach activities.

**JOB DESCRIPTION**

**Community Health Program Manager**

I \_\_\_\_\_(Print Name) have reviewed the above job description and understand that the Essential Duties describe only the general nature, level, and type of work performed by the incumbent(s) assigned to this classification and are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. I understand the demands and expectations of the position as described above and to the best of my knowledge believe that I can perform these duties with or without reasonable accommodation.

Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date



**Sandoval County  
CERTIFICATION OF VETERAN'S STATUS**

**TO RECOGNIZE VETERAN STATUS THIS FORM MUST ACCOMPANY YOUR JOB APPLICATION**

*The purpose of this form is to allow job applicants the opportunity to identify themselves as veterans and certify their status as a veteran who has an honorable discharge from the military, or to verify that they are a member of the National Guard or Reserve who has successfully completed basic training.*

*A veteran who has certified/verified their status, AND is determined by Sandoval County Human Resources to meet or exceed the Minimum Qualifications as identified in the position for which the applicant has applied, shall be identified as a qualified veteran on the hiring list. If there are more than four qualified veteran applicants for a position, a minimum of four veterans shall be interviewed.*

|   |                 |
|---|-----------------|
| NAME (Please print): _____                | JOB REQ # _____ |
| ADDRESS: _____                            | PHONE: _____    |
| EMAIL: _____                              | PHONE; _____    |
| I AM APPLYING FOR (Position Title): _____ |                 |

**PLEASE COMPLETE THE FOLLOWING:**

1. Have you ever served in the United States Military, National Guard or Reserve?  YES  NO
2. Did you receive an honorable discharge?  YES  NO
3. Are you a member of the National Guard or Reserve who has successfully Completed basic training?  YES  NO
4. **Attach a copy of your DD214 or DD215 Form and/or proof of your Active, Guard or Reserve enlistment to certify your veteran status.**

Please ensure your job application clearly indicates your military experience including job duties and/or responsibilities as well as any education/training experience.

Sandoval County does not guarantee that a veteran will be hired for a position for which he/she applies. Veterans will be given an interview pursuant to the conditions stated above for positions for which they meet or exceed the Minimum Qualifications of the position as identified in the Job Posting. Please call Human Resources at (505) 867-7505 if you have any questions.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date