

**GENERAL DEFINITION OF WORK:**

Performs difficult paraprofessional and administrative work assisting with the implementation and administration of utilization management program components; does related work as required. Work is performed under general supervision. Limited supervision is exercised over subordinate personnel.

**ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Assisting with the implementation and administration of utilization management program components; ensuring compliance with CSA policies and procedures; liaising between staff, vendors and clients; preparing and maintaining files and records; preparing reports.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Attends Family Assessment and Planning Team (FAPT) and Community Policy and Management Team (CPMT) meetings and assists in the development and implementation of FAPT and CPMT work plans. Provides staff support to these teams.
- Assists with implementation and administration of the utilization management program.
- Visits service sites as needed to conduct occasional audits of service delivery prompted by case manager reports; observes service provision; contacts families and service providers as needed for this purpose; meets with staff; recommends changes and works with FAPT case managers, supervisors and FAPT to effect service changes.
- Reviews outcomes in family service plans for compliance and progress and recommends adjustments in plans.
- Compiles data for and prepares a variety of program related reports and records. Provides analysis of service delivery and expenditure trends for use in developing service responses.
- Analyzes service costs for each child; requests and tracks reimbursement for various types of errors to verify service hours invoiced; assists with resolution of billing/contract issues; conducts telephone and written follow-up.
- Analyzes service plans for Medicaid/IV-E funding eligibility; ensures alternate funding sources are utilized whenever fiscally sound and feasible; tracks Medicaid approvals and denials; attends meetings with vendors to resolve Medicaid issues.
- Reviews monthly invoices, progress reports and contact logs for service delivery, appropriateness of services prior to authorization for payment; corresponds and converses with vendors to resolve discrepancies.
- Approves purchase orders, invoices, case actions, and petty cash receipts for payment.
- Administers CSA co-pay policy and parental placement policy.
- Verifies each service provided is appropriately documented by rate and description in accordance with state policy; reviews and ensures accuracy of family service plans for correct listing of services, amount of service units; reviews all service requests in service plans to ensure compliance with program requirements and rates. Contacts State and local officials as needed for policy guidance and technical support; ensures departmental compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; initiates actions to correct deviations or violations.
- Assists in maintaining records for children and general program.
- Participates in staff interviewing, selection and training for new employees carrying out CSA functions as required.
- Arranges and attends contract meetings; reviews contract documents for compliance with State and County standards; monitors vendor compliance with contract; consults with procurement to resolve contractual issues.
- Serves as staff at disaster shelters; assists in coordinating shelter operations during emergency situations.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of the applicable laws and regulations governing service provisions; thorough knowledge of the services provided by service agencies; general knowledge with word processing and spreadsheet development; thorough knowledge of the demographics of the service area; ability to interpret and apply policies and regulations; ability to advocate with other human service professionals; skill in negotiating and administering service contracts; ability to maintain detailed records; ability to establish effective working relationships with associates, vendors and clients.

**EDUCATION AND EXPERIENCE:**

Any combination of education equivalent to graduation from an accredited community college with major course work in Business Management or related field and considerable human services experience which includes considerable accounts payable experience.

**PHYSICAL REQUIREMENTS:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**SPECIAL REQUIREMENTS:**

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.