

Department: Social Services
Classification: Competitive
Grade: 9

SPEC DISK B2
DOCUMENT 79

MEDICAL SERVICES ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting with management of the medical assistance programs of the Social Services Department. This position requires the incumbent to assist caseworkers in helping clients with social, emotional and related difficulties associated with their medical condition or other such service required. Employees in this class act as a contact for clients seeking services in units as CCU and Adult Protective Services. Incumbent may confer with professionals or agencies in or outside the agency to obtain assistance and guidance for clients. The work is performed under the supervision of a Grade B Supervisor or other such higher level social work position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Provides social work services and support to clients to assist them in their adjustment to their illnesses, disabilities and/or services which they may need;
Collects and maintains appropriate data from various sources such as professional staff and clients' families to establish an overall approach to solutions of medical and social problems;
Maintains information on community and health resources, which can be utilized during the client's care;
Obtains and records information to develop client case histories and updates;
Participates in the process of transferring or directing clients to appropriate levels of medical care;
Maintains lists for personal care or personal care/lifeline re certifications.
Receives and directs extensive phone calls from clients to appropriate staff;
Maintains and updates cases files for care plan changes, deletions, new openings and closings of such files.
Maintains, tracks and records Physician's orders as it relates to Personal Care and Lifeline services;
Assist RN's in the process of placement of clients by collecting and directing appropriate paperwork and forms and to maintain such information until such placement has occurred;
Works with and enters information into the e-med system or other such software system, in order to assure appropriate reimbursement from various state and federal agencies.
Provides monthly statistical reports regarding Personal Care, Lifeline, Adult Protective Services and those with disability interviews which may occur during the month;
May be asked to oversee and provide for office supplies and contact appropriate vendors for routine maintenance of office equipment.
Copy, faxing and general office duties;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS :

Working knowledge of the practices and procedures of social case work and of the social factors related to providing services to clients with various disabilities and medical conditions; Strong communications skills, particularly as it relates to handling incoming phone calls from distraught or confused individuals; Ability to establish and maintain successful relationships with people; Ability to organize work effectively; Ability to prepare reports and provide information to a various individuals and service organizations; Sensitivity to the reactions of others; Good powers of observation and analysis; Tact; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered college or university with an Associate degree and one years of experience in human services, counseling, social work, social services, public administration, or related fields; or
- (b) (b) Graduation from high school or possession of a high school equivalency diploma AND two years of full-time paid experience in human services, counseling, social work, social services or related fields; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

Created
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