

HEALTH ACCESS ASSISTANT II

Recruitment #1601-2215DC-001

List Type Original

Requesting Department HEALTH DEPARTMENT

Open Date 2/25/2016 5:35:00 PM

Filing Deadline 3/27/2016 11:59:00 PM

HR Analyst Marti Cargile

Introduction

"The Milwaukee Health Department is a leader in assuring that Milwaukee is the healthiest city in the nation."

The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

Purpose

Under the direction of the Community Healthcare Access Program Manager, the Health Access Assistant II assists customers seeking a higher quality of life by providing appropriate, comprehensive support and information as they apply for governmental benefit and entitlement programs such as Medicaid, Health Insurance Marketplace, BadgerCare Plus, Family Planning Only Services, SeniorCare, FoodShare Wisconsin, and Wisconsin Shares programs. The person in this position engages customers to assess their needs around medical concerns and assists with applications for various programs or make referrals to programs that fulfill the customers' needs at the time of interview. The Health Access Assistant II advocates for customers when there are issues with eligibility, reaching out to State and local officials to assist customers with troubleshooting their cases.

Essential Functions

Application Assistance and Outreach

- Meets with walk-in customers at clinics, community based organizations (CBOs), and other settings to identify eligible populations, assess their needs for entitlement programs, and assist them in applying online for programs to which they are entitled.
- Informs customers of the documents required for application; walks them through the entire process or application for BadgerCare Plus, Express Enrollment, and other Medicaid programs.
- Encourages application to other programs that might serve clients' needs, including: FoodShare Wisconsin, WIC, nursing programs, and free and reduced-cost clinics.
- Makes referrals to internal and external programs that would further benefit clients' general health and well-being.
- Provides information to community members through outreach activities at CBOs, churches, and other settings to identify and assist eligible populations.

Customer Advocacy and Troubleshooting

- Advocates on behalf of all health department populations who have an insurance coverage issue.

- Receives and processes referrals from other programs for individuals who have no coverage or who are experiencing issues or an interruption in coverage.
- Ensures that each client receives the best quality service available; uses contacts within local and State government to press for quality customer care.
- Collaborates with community, State, and local officials to expand the network of advocates working to improve the quality of health in the Milwaukee community, especially relating to underrepresented populations.
- Engages in cross-programming, training, and referral to ensure continuity of care for clients coming to MHD.
- Remains abreast of administrative changes in Medicaid and other entitlement programs to ensure accuracy of application information given to customers.

Reporting and Administrative Duties

- Enters customer information into the database daily.
- Completes all required internal MHD documentation and reports in a timely fashion.

Other Responsibilities

- Participates in evaluation of the program to ensure program compliance and quality.
- Completes other projects and duties as assigned to ensure efficiency and efficacy for the program.
- Participates in program and agency training as necessary.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

Conditions of Employment

- This is a first-shift position; however, the Health Access Assistant II may be required to work an occasional evening or weekend to meet departmental needs.

Minimum Requirements

1. Three years of experience working with low-income families and their health benefit programs; **OR** three years of experience in community outreach, human services, health care service, or a closely-related field. Comparable experience includes conducting customer needs assessments, determining eligibility for benefits or services, ensuring access to services, monitoring and maintaining case records, and reporting progress accordingly. **NOTE:** You may substitute 36 credits in social work, sociology, counseling, guidance, nursing, or other related human service field for **up to one year** of the experience requirement. *If you wish to receive credit for college coursework, you must submit college transcripts by the application period closing date. Attach transcripts to your online application. Your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.*
2. Valid Driver's License and availability of a properly insured personal automobile for use on the job at time of appointment and throughout employment. Automobile allowance is provided.

Desirable Qualifications

- Previous experience working with related health benefit programs.

Knowledges, Skills, Abilities & Other Characteristics

- Knowledge of eligibility requirements and application processes for entitlement programs such as Medicaid and FoodShare Wisconsin.
- Knowledge of Affordable Care Act Health Insurance Marketplace processes and applications.
- Ability to read and interpret work-related documents such as State rules regarding eligibility requirements.
- Ability to make accurate calculations.
- Customer service skills; ability to serve people from varied socioeconomic, educational, and cultural backgrounds.
- Interpersonal skills; ability to build effective relationships with superiors and colleagues.
- Ability to work independently and as a member of a team.
- Oral communications skills; skill in clearly communicating complicated information to non-technical audiences.
- Written communication skills, including the ability to accurately and effectively write case notes.
- Skill in entering data into a database and ability to navigate county and State electronic systems.
- Skill in advocacy and outreach.
- Ability to provide services in a culturally sensitive manner.
- Ability to maintain confidentiality.
- Ability to remain calm under pressure.
- Ability to adapt to changes in the work environment.
- Organizational skills and the ability to manage a large number of caseloads simultaneously.
- Ability to reason, consider alternatives, and solve complex problems.
- Ability to be proactive to meet division objectives and responsibilities.

Current Salary

THE CURRENT STARTING SALARY (PR 6FN) for City of Milwaukee residents is **\$34,717** annually, and the non-resident starting salary is \$33,865.

Selection Process

The selection process will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations and the Milwaukee Health Department reserve the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE: The examination will be held as soon as practical after **March 24, 2016**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified

of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

- **NOTE:** The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance until the Wisconsin Supreme Court issues a final decision. If the Wisconsin Supreme Court affirms the Court of Appeals decision, the City intends to fully enforce the residency requirement for all employees. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.