

**Milwaukee Health Department (MHD)**  
**Transfer/Promotional Opportunity**

**PROGRAM ASSISTANT II**

*A Transfer / Promotional Opportunity is available to Current City Employees for the position of  
Program Assistant II assigned to the Home Environmental Health Division of the Milwaukee Health Department (MHD)*

**THE BASIC PURPOSE** of this position is to provide administrative program support to the Public Health Nurse (PHN) Supervisor and the PHN Coordinator in the area of nursing case management and clinical coordination for the Childhood Lead Poisoning Prevention Program. The primary function is the analysis of information pertaining to program database systems and procedures, and to make recommendations to improve efficiencies. This position serves as the lead worker for the administrative support team.

**ESSENTIAL FUNCTIONS:**

**Essential Duties and Responsibilities** include the following.

**30% Systems and Procedures Review**

- Responsible for periodic review of systems and procedures in support of nursing case management and clinical coordination.
- Duties include, but are not limited to: Develop and revise protocols for the processing of referrals and office procedures with
- office assistants to assure ongoing quality monitoring; Oversee and update system for providing blood lead test histories for
- clients of Head Start, Childcare Centers, WIC programs, and MPS following MHD policies and procedures for confidentiality
- of medical records; and Develop and maintain system for updating and correcting address information on children and assuring
- communication of such changes to all program staff.

**30% Data Management**

- Assume administrative responsibility for processing and generating reports and referrals. Duties include, but are not limited to:
- Maintain databases related to Early Intervention and Team Intervention projects to provide appropriate information to PHN
- Supervisor and PHN Coordinator for case management purposes and initiation of referrals for environmental inspections;
- Produce monthly and quarterly statistical reports related to case management information for Public Health Nurses, Health
- Services Assistants, PHN Coordinator and PHN Supervisor; Process periodic reports sent to medical providers regarding
- Children in their practice; and Generate quarterly reports and related statistics to community agencies.

**20% Administrative Support**

- Provide administrative support to Public Health Nurse Supervisor and Public Health Nurse Coordinator. Duties include, but are
- not limited to: Timely review of case information and determination of closing of cases with inactive case managers; and Assist
- in the orientation of office assistants related to clinical lead information necessary for office procedures and record
- management.

**15% Client Case Management Data Support**

- Initiating and maintaining various specialized databases for case management. Duties include, but are not limited to: Engage in problem solving with parents and primary care provider/clinic staff to research, resolve and update database discrepancies;
- Initiate and maintain database of PHA caseloads; and Maintain and update database of medical providers, which supports
- mailings of newsletters, daily care coordination activities, and reference for supportive staff.

**5% Other Duties**

- Perform other related duties as assigned.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities ACT (ADA) of 1990.*

**REQUIREMENTS:**

- Four years of clerical experience performing duties related to the position, with at least one year of experience at the Office Assistant III level or above. Equivalent combinations of education and experience may be considered.
- Ability to work with confidential and sensitive information;
- Knowledge of and ability to work with knowledge of ACCESS Database software; Excel Spreadsheet software and Microsoft Word Processing software beyond the entry level.
- Excellent communication and interpersonal skills;
- Excellent organizational skills and ability to recommend changes to improve and streamline office procedures and processes;
- Ability to build and maintain good working relationships in a multi-disciplinary, multi-cultural environment.

**THE SALARY RANGE IS (530) - \$1,503.62 - \$1,702.19 biweekly.**

**SELECTION PROCESS:**

This vacancy will be filled by transfer and/or promotion. The selection process will be job related and may include one or more of the following: training and experience evaluation and interview assessment. Your letter of interest should document how your education and experience qualify you for this position. The Health Department reserves the right to invite only the most qualified candidates to the interview process.

**APPLICATION PROCEDURE** Applications may be obtained from the Department of Employee Relations website: [www.milwaukee.gov/der](http://www.milwaukee.gov/der), or in person or by mail from the City of Milwaukee Department of Employee Relations, 200 East Wells Street, Room 706, City Hall, Milwaukee, WI 53202-3554, or by calling 414-286-3751. Completed application, letter of interest or resume must be forwarded to Victoria Robertson, Human Resources Analyst, Milwaukee Health Department, Zeidler Municipal Building Third Floor, 841 North Broadway, Milwaukee, Wisconsin 53202 by **January 5, 2006.**

Exam #05-130TR-LFV (SM)

12/20/05

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*The City of Milwaukee is an equal opportunity employer and values and encourages diversity.*