

County of Dukes County, Massachusetts
Draft Job Description

Position Title:	Health Access Specialist	Grade Level:	4
Department	Health Care Access Program	Date:	
Reports to:	Director of Health & Human Services	FLSA Status	

Statement of Duties: The Health Access Specialist provides direct client services of the Health Care Access Program, including client casework, applications and enrollments, outreach, and networking and special projects resulting in effective client assistance and efficient program operations; the employee is required to perform all similar or related duties.

Supervision Required: Under the general supervision of the Director, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed.

Supervisory Responsibility: The employee does not have any regular supervisory responsibilities.

Confidentiality: The employee has regular access at the departmental level to a wide variety of confidential information, including personnel records, client records and financial records in accordance with the State Public Records Law.

Accountability: Consequences of errors, missed deadlines or poor judgment may include adverse customer relations, and significant time loss caused by back checking by others and slowdowns in the processing of the work.

Judgment: Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: The work environment involves everyday discomforts typical of a public office, subject to frequent interruptions. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Nature and Purpose of Public Contact: Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating

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problems. Other regular contacts are with service recipients and employees of outside organizations such as vendors, banks and/or developers/ contractors. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

Occupational Risk: Duties of the job present little potential for injury. Risk exposure is similar to that found in typical office settings.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Conducts intake and assessment on clients for health and human service needs.
2. Submits applications for and enrolls clients in public health insurance programs including MassHealth, Health Connector and related programs using computers and specialized software programs and provides follow up and retention services as needed for clients who are enrolled in these programs.
3. Provides client advocacy services, including telephone intake and referral, home visits as needed, and linking clients to appropriate health and human services such as primary and specialty medical care; transitional assistance; housing; WIC; elder services and more.
4. Conducts outreach to identified target groups including young adults, seasonal workers and recently arrived immigrants.
5. Participates in community health networking efforts and groups as appropriate.
6. Disseminates program materials in locations throughout Dukes County.
7. Attends mandatory grantor meetings and/or training as required/needed.
8. Enters data on client services in HCA database.
9. Assists with the provision and analysis of program data as required/needed.

Recommended Minimum Qualifications:

Education and Experience: College graduate with a bachelor's degree in health or human services; a minimum of three to five (3-5) years of health or human services experience demonstrating progressively increased responsibility for program development and client casework; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: Massachusetts Certified Navigator – within 3 months from starting employment. May also be required to obtain SHINE certification.

Knowledge, Abilities and Skill

Knowledge: Knowledge of local and regional health and human service resources preferred; working knowledge of IBM-based computer programs required; some understanding of bilingual/bicultural and other minority communities, especially Brazilian.

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Abilities: Ability to interact effectively and appropriately with the public and other personnel, perform multiple tasks and maintain confidential information; ability to acquire and exercise detailed working knowledge of public health insurance programs and related programs and services; ability to analyze survey data, report program activity to grantors and review institutions' decisions regarding client applications and respond appropriately.

Skills: Must possess excellent organization and interpersonal skills; manual skills must include use of computer and other office equipment; Portuguese/Spanish bilingual communication skills preferred.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as books, office equipment and computer paper.

Motor Skills: Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination. Examples include operating a motor vehicle or using a personal computer.

Visual Demands: Position requires the routine reading of documents and reports for understanding and analytical purposes. The employee is not required to regularly determine color differences.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.