

May 24th, 2021

City Service Commission
Department of Employee Relations
City Hall, Room 706

Dear Board of City Service Commissioners:

Pursuant to Rule VIII, Section 8, I am requesting that the probationary period for Health Access Assistants be extended from 6 months to one year.

Background

Milwaukee Health Department Health Access Assistants provide appropriate, comprehensive support and information to customers who are applying for Medicaid, Family Planning Waiver, Senior Care, Badger Care Plus, the CORE plan of Medicaid, other entitlement program such as FoodShare and Wisconsin Cares programs. The Health Access Assistant positions are designated as paraprofessional positions and need the appropriate orientation and training to establish the background, functional knowledge and adequate skills to perform the duties competently.

Current Concerns

The current training consists of a combination of reading, assessments, field training/shadowing, and documentation in CHAPTrak (database), Federally-Facilitated Marketplace Certified Application Counselor Training (FFM CAC Training) and outreach efforts. The Health Access Assistants are unable to conduct Marketplace Insurance enrollment without the FFM CAC Training from the Centers of Medicaid & Medicare. All FFM CAC Trainings are mandatory and require 80% completion score for 6 extensive modules. The FFM CAC certification is obtained after all trainings have been completed which includes online and in person training offered only in the fall of each year.

These positions also need shadowing in various stages of the health benefit enrollment process, which can occur in different times of the year (i.e. enrollment periods, different health center sites, etc.) which can also prolong the natural course of new employee orientation.

Conclusion

A full twelve-month probationary period will enable new employees to have enough time to receive the necessary on-the-job training. It also enables management to have enough time to evaluate the employee's performance to assure comprehensive understanding of the Health Access Assistant position.

Thank you for your consideration.

Sincerely,

DocuSigned by:



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Kirsten Johnson
Commissioner of Health



Department of Employee Relations

Tom Barrett
Mayor

Makda Fessahaye
Director

Renee Joos
Employee Benefits Director

Nicole Fleck
Labor Negotiator

TO: The Honorable
The Board of City Service Commissioners

FROM: Kristin Hennessy Urban
Human Resources Manager

DATE: June 3, 2021

RE: Request from the Milwaukee Health Department (MHD) to amend Rule VIII, Section 8 k. to create a 12-month probationary period for the position of **Health Access Assistant**

Please find attached a letter from Commissioner of Health Kirsten Johnson requesting that the probationary period for the position of Health Access Assistant be amended from six months to twelve months. A job description for this position is attached.

As Commissioner Johnson explains, the Health Access Assistant provides support and information to residents who are applying for health care programs, including the Marketplace, Badger Care Plus, Senior Care and the CORE plan of Medicaid. This position requires that the incumbent develops a strong command of the requirements for each program, which is accomplished through reading the applicable rules and materials, shadowing other incumbents and learning the various tracking and application systems. Of most significance to this request, a Health Access Assistant can only conduct Marketplace Insurance enrollment after participating in training from the Centers for Medicaid and Medicare and obtaining the Federally Facilitated Marketplace Certified Application Counselor (FFM CAC) certification, which is offered once a year, in the fall. Without this Certification, the Health Access Assistant cannot participate in enrollment activities for the Marketplace, which occurs from November 1st – December 15th. Once the Health Access Assistant is certified, it is critical that management staff can assess his/her command of the eligibility requirements and related customer service skills during the enrollment period.

Additionally, the work performed by the Health Access Assistants is cyclical. Enrollment in the various healthcare programs is most active at the beginning of the year and prior to the end of the year; community outreach activities occur during the summer. A supervisor would not be able to train, observe and assess a new incumbent in all these activities in less than a full cycle.

For the reasons cited above and those cited in Commissioner's Johnson's letter, I recommend amending Rule VII, section 8, k. as follows:

k. Persons appointed to the position of Environmental Health Specialist, **Health Access Assistant**, Lead Risk Assessor I and Lead Risk Assessor II in the Health Department shall serve a twelve-month probationary period.

Please contact me at 414.286.8643 should you have any questions regarding this request.



RULE VIII

Requisitions, Certifications and Appointments

Section 8. **Probationary period.** A person appointed to a position or transferred to a different department or division or reinstated to a different department or division shall serve a probationary period of six months of actual service for positions classified as non-exempt from FLSA or twelve months of actual service for positions classified as exempt from FLSA with the exception of those positions designated below in Subsections (a), (b), (c), (d), (e), (f), (g), (h), (i), (j), (k), (l) (m), (n), (o) and (p). A person shall serve one probationary period in each class title in the same department or division; however, the Commission may, at the request of an appointing authority and with a recommendation from DER, require a new probationary period for an intra-departmental transfer when the nature of work and the knowledge, skills, and abilities required for successful performance are significantly different. This new probationary period shall be half the duration of the original probationary period established for that classification. The Commission, however, may specify at any time, for any person or persons, a probationary period of a length longer or shorter than as specified herein. The Commission may also at the request of the appointing officer extend a probationary period. When such request is received prior to the expiration of the probationary period, such probationary period shall be extended until the appointing officer receives written notification of the Commission action on the request. Probationary period shall not include time served as a temporary or provisional appointee but shall date from time of appointment from a certified eligible list, promotion under Civil Service Rule IV, or from time of transfer, reinstatement or layoff from one position to another. A probationary period is deemed completed upon the Commission's receipt of a report of satisfactory completion from the appointing officer or upon completion of the probationary period without notice of termination. (CSC: 3/21/17; Mayor: 4/11/17; Effective 4/27/17) (CSC: 4/4/2017, Mayor: 4/11/17; Effective 4/27/17) (CSC: 12/11/2018; Mayor: 12/28/18; Effective 3.1.19)

Persons in the herein-stated positions shall serve the following probationary periods:

- k. Persons appointed to the position of Environmental Health Specialist, Lead Risk Assessor I, Lead Risk Assessor II, and **Health Access Assistant** in the Health Department shall serve a twelve-month probationary period. (CSC: 9/9/14; Mayor: 9/23/14; Effective: 10/16/14). (CSC: 1/12/21; Mayor: 3/23/21; Effective: 1/29/21)

JOB DESCRIPTION

FOR DER USE ONLY

Instructions: Complete all sections except No. 11. Refer to the "Guidelines for Preparing Job Descriptions" for instructions on completing specific items.

Vacancy No. _____

City Service
Commission: _____
Fire & Police
Commission: _____

Finance
Committee: _____
Common
Council: _____

1. Date Prepared/ Revised: 5/21/2021		2. Present Incumbent: STANDARD JOB DESCRIPTION		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> If YES, indicate underfill title in box 10.	
3. Date Filled: N/A		4. Previous Incumbent: N/A			
5. Department: Health			Division: Maternal and Child Health Division – Community Health Branch		Unit: Community Healthcare Access Program (CHAP) Section:
6. Work Location: Keenan, Northwest and Southside Health Centers			Telephone: 414-286-8620 Email:		Work Schedule: 8:00am to 4:45pm Work hours may vary Hours: 8 / Days: 5
7. Represented by a Union? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			8. Bargaining Unit: n/a		9. FLSA Status: Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
10.	Official Title: Health Access Assistant			Pay Range	Job Code
				5FN	2215
	Underfill Title (if applicable):				
	Requested Title (if applicable): N/A				
Recommended Title (DER Use Only):			Approved by: _____		
			Date: _____		

11. BASIC FUNCTION OF POSITION:

The Health Access Assistant position provides comprehensive support and information to customers who are applying for Medicaid, Family Planning Only Services, Senior Care, Badger Care Plus, the CORE plan of Medicaid, and other entitlement programs such as FoodShare and Wisconsin Cares programs. This position engages with customers to assess their needs around medical concerns and assist with applications for various program and/or make referrals to programs that would fulfill the customer needs at the time of interview. Furthermore, would assess customers' needs when there are issues with eligibility; including but not limited to advocacy, reaching out to state and local officials to assist the customer in trouble shooting their case circumstances; assist customer in experiencing a higher quality of life through diligent efforts. Work location and customer base will vary depending on funding, program strategy and design, outreach and partner activities, and delegation of responsibilities by leadership. This positions provides health insurance education through various mechanisms including but not limited to outreach and tabling efforts at health fairs and enrollment events while developing partnerships with Community Based Organizations (CBO).

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** ☒ or **Underfill Title** ☐):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities:

(Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

55% APPLICATION ASSISTANCE & OUTREACH

- Meet with walk in customers, assess their needs for entitlement programs, apply on line with the customer, for programs to which they are entitled, staff clinics, CBOs, and other settings to identify eligible populations (enrollment periods vary throughout year).
- Inform customers of the documents required for application; walk them through the entire process or application for Badger Care Plus, CORE plan, Family Planning Waiver, Express Enroll eligible populations, other Medicaid programs, and Federal health insurance programs.
- Encourage application to other programs from which customers might benefit: Food Share, Wisconsin Shares, WIC, Nursing programs, Milwaukee Cares, Medication free and reduced cost clinics, Wisconsin Works (W2) and Energy Assistance.
- Make referrals to internal and external programs that would further benefit the customers' health and well-being.

Description of Job (continued)

- Provide information and outreach to non-traditional populations and inform them of their potential eligibility.
- Conduct outreach to identify and recruit clientele in need of services.
- Develop pertinent partnerships in the community to address the social determinants to health impacting healthcare/health insurance access.
- Provide representation in community events/meetings/fairs as designated by Program Manager.
- Establish and maintain collaborative relationships with pertinent grantor partners, Milwaukee Health Department (MHD) programs and outside service agencies (i.e. healthcare providers, public and private schools, community groups, parenting programs, housing programs, employment consultants, and other relevant organizations etc.) involved in the provision of child and health care services to recruit and enroll clients.
- Perform community outreach and enrollment at various locations, including Community Based Organizations (CBOs), MHD Health Centers, and community events.

20 % CUSTOMER ADVOCACY AND TROUBLESHOOTING

- Advocate on behalf of customers and non-customers –all health department populations who have an insurance coverage issue
- Receive and process referrals from other programs for those who have no coverage or are experiencing coverage issues or breaks in coverage
- Ensure that each customer receives the best quality service available; use contacts within local and state government to press for quality customer care
- Collaborate with community, state and local officials to have a network of advocates working to improve the quality of health in the Milwaukee community
- Engage in cross programming, training and referrals to ensure continuity of care for customers who come to the department
- Remain abreast of administrative changes in Medicaid and other entitlement programs to ensure accuracy of application information given to customers.

15 % REPORTING AND OTHER ADMINISTRATIVE DUTIES

- Complete monthly reports of work productivity
- Enter customer information into the database daily
- Maintain client confidentiality
- Maintain and report out on all required programmatic data as assigned
- Complete all required agency documentation in a timely fashion
- Order supplies as necessary
- Mail outreach letters to City of Milwaukee residents informing of services provided by program.
- Schedule appointments as necessary to assist City of Milwaukee residents with application for benefit programs.
- Enter detailed documentation of appointment in program's system (CHAPTRAK/Designated Electronic Health Record).

10% OTHER DUTIES

- Participate in evaluation of the program to ensure program compliance and quality
- Complete other reports and duties as assigned by the program supervisor and agency to ensure efficiency and efficacy for the program
- Support emergency responses to public health emergencies in the City of Milwaukee as a Health Department Public Health professional

B. NAME AND TITLE OF IMMEDIATE SUPERVISOR: Sherida Strong-Rimmer, Healthcare Access Program Manager

C. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Daily, weekly, monthly individual and team supervision session depending on the assignment and nature of information to be shared and retained

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 0.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following: (a) assign duties; (b), outline methods; (c) direct work in process; (d) check or inspect completed work; (e) sign or approve work; (f) make hiring recommendations; (g) prepare performance appraisals; (h) take disciplinary action or effectively recommend such.

Description of Job (continued)

Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)

- F. MINIMUM QUALIFICATIONS REQUIRED:** Indicate the MINIMUM qualifications required to enter the job. Three years of experience working with health benefit programs for low-income families, community outreach, human services, health care service, or a closely-related field OR three years of related coursework in social work, nursing, health care administration or a closely related field from an accredited college or university.

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. Equivalent combinations of education and experience may be considered.

DESIREABLE QUALIFICATIONS:

Previous experience working with related health benefit programs.

- G. Education and/or Experience** (Please select the MINIMUM education requirement from one of the categories below; you may add or delete information as appropriate to this position. For instance if a person minimally needs to have a bachelor's degree, but a master's degree is preferred; select Level 6. You may add the statement that a master's degree is preferred. You may also include information regarding what type of degree is required for this particular job.)

<input type="checkbox"/>	1 Lowest Level	No prior experience or training required.
<input type="checkbox"/>	2	Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.
<input type="checkbox"/>	3	High school diploma or general education degree (GED); or one to three months of related experience and/or training; or equivalent combination of education and experience.
<input checked="" type="checkbox"/>	4	One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience. <u>Must have three or more years of experience working with low income families</u>
<input type="checkbox"/>	5 Middle Level	Associate's degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
<input type="checkbox"/>	6	Bachelor's degree (B.A.) or equivalent from a four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
<input type="checkbox"/>	7	Fifth year college or university certificate; or two to four years related experience and/or training; or equivalent combination of education and experience.
<input type="checkbox"/>	8	Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.
<input type="checkbox"/>	9 Highest Level	Doctoral degree (Ph.D) or equivalent; or more than ten years related experience and/or training; or equivalent combination of education and experience.

- Language Skills** (Please select the MINIMUM language requirement from one of the categories below; you may add or delete information as appropriate to this position.)

<input type="checkbox"/>	No Skill	No skill required in this area.
<input type="checkbox"/>	Minimum Skills	Ability to read a limited number of two- and three-syllable words and to recognize similarities and differences between words and between series of numbers. Ability to print and speak simple sentences.
<input type="checkbox"/>	Basic Skills	Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the

Description of Job (continued)

		organization.
<input type="checkbox"/>	Intermediate Skills	Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.
<input checked="" type="checkbox"/>	High Skills	Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Must be able to read and interpret State rules and memos regarding eligibility requirements
<input type="checkbox"/>	Very High Skills	Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.
<input type="checkbox"/>	Highest Skills	Ability to read, analyze and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches or articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

Mathematical Skills (Please select the MINIMUM mathematical skills requirement from one of the categories below; you may add or delete information as appropriate to this position.)

<input type="checkbox"/>	No Skill	No skill required in this area.
<input type="checkbox"/>	Minimum Skills	Ability to add and subtract two-digit numbers, and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume and distance.
<input checked="" type="checkbox"/>	Basic Skills	Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.
<input type="checkbox"/>	Intermediate Skills	Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, areas, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
<input type="checkbox"/>	High Skills	Ability to work with mathematical concepts such as probability and statistical inference, and fundamghghentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
<input type="checkbox"/>	Very High Skills	Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.
<input type="checkbox"/>	Highest Skills	Ability to comprehend and apply principles of advanced calculus, modern algebra, and advanced statistical theory. Ability to work with concepts such as limits, rings, quadratic and differential equations, and proofs of theorems.

Reasoning Ability (Please select the MINIMUM reasoning ability requirement from one of the categories below; you may add or delete information as appropriate to this position.)

Description of Job (continued)

<input type="checkbox"/>	No Skill	No skill required in this area.
<input type="checkbox"/>	Minimum Skills	Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.
<input type="checkbox"/>	Basic Skills	Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
<input type="checkbox"/>	Intermediate Skills	Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
<input checked="" type="checkbox"/>	High Skills	Ability to solve practical problems and deal with a variety of concrete variables in situations where only a limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Must be able to reason, understand sometimes difficult, complex customer issues and resolve in a professional manner
<input type="checkbox"/>	Very High Skills	Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
<input type="checkbox"/>	Highest Skills	Ability to apply principles of logical or scientific thinking to wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

Computer Skills (Please select ALL computer skills necessary to perform this job. Describe specific applications if required.)

<input type="checkbox"/>	Accounting Software	
<input checked="" type="checkbox"/>	Contact Management Systems	
<input checked="" type="checkbox"/>	Database Software	
<input type="checkbox"/>	Design Software	
<input type="checkbox"/>	Development Software	
<input type="checkbox"/>	Human Resources Systems	
<input checked="" type="checkbox"/>	Internet Software	
<input type="checkbox"/>	Inventory Software	
<input type="checkbox"/>	Manufacturing Software	
<input type="checkbox"/>	Order Processing Systems	
<input type="checkbox"/>	Payroll Systems	
<input checked="" type="checkbox"/>	Project Management Software	
<input checked="" type="checkbox"/>	Spreadsheet Software	
<input checked="" type="checkbox"/>	Word Processing Software	
<input type="checkbox"/>	Other (Describe)	

Certificates, Licenses, Registrations (Select ALL Certificates, Licenses, Registrations required for this job.)

<input checked="" type="checkbox"/>	Valid driver's license must be maintained throughout employment.
<input type="checkbox"/>	Current permit or license to practice professional nursing in the State of Wisconsin OR eligibility to receive such permit or license.
<input type="checkbox"/>	Current registration as a Registered Dietitian with American Dietetic Association.
<input type="checkbox"/>	Must become a Certified Lactation Educator (CLE), and must meet state WIC mandates as noted in 10.23-2 and 20.23-3 of WIC OPS manual within five (5) years of appointment date.
<input type="checkbox"/>	Current ARRT registration as a Radiologic Technologist (R) and Mammographer (M). Registration must be maintained throughout employment. Copy of current credential cards must be provided with application.
<input type="checkbox"/>	Must meet and maintain MQSA (Mammography Quality Standards Act) formal training, continuing education, and continuing experience requirements.
<input type="checkbox"/>	Current registration with the American registry of Radiological Technologists.
<input type="checkbox"/>	Registration as an Environmental Health Professional in the State of Wisconsin within 2 years of appointment.
<input checked="" type="checkbox"/>	Other (describe) Must become a Certified Application Counselor within 1 year of employment

Other Skills and Abilities (List any other skills or abilities, if required to perform the job)

<input checked="" type="checkbox"/>	Ability to build and maintain good working relationships with a multi-cultural and multi-discipline staff, other agencies and the public.
<input checked="" type="checkbox"/>	Ability to provide services in a culturally sensitive manner.
<input checked="" type="checkbox"/>	Ability to maintain confidentiality.
<input checked="" type="checkbox"/>	Bilingual in Spanish, Hmong or Russian is preferred. Bilingual Spanish PREFERRED, not required
<input type="checkbox"/>	Other (describe)

Other Qualifications

<input checked="" type="checkbox"/>	Travel outside the City of Milwaukee may be required.
<input checked="" type="checkbox"/>	Occasional overnight travel may be required.
<input type="checkbox"/>	May be required to wear a respirator.
<input checked="" type="checkbox"/>	Required to carry a cellular phone or similar device during business hours.
<input type="checkbox"/>	Ability to participate on a 24hour emergency on-call rotation schedule (including weekends).
<input checked="" type="checkbox"/>	Properly insured vehicle for use on the job is required (automobile allowance provided).
<input type="checkbox"/>	Other (describe)

G. PHYSICAL DEMANDS OF POSITION: (List the physical demands which are representative of those that **must** be met to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions).

Physical Demands (Indicate the amount of on-the-job time is spent performing the following physical activities to perform the ESSENTIAL FUNCTIONS of the job; you may edit the activity descriptions as appropriate to this job.)

<i>Physical Activity</i>	<i>None</i>	<i>Less than 1/3</i>	<i>1/3 to 2/3</i>	<i>More than 2/3</i>
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Use hands to finger, handle, or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or balance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch or crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Taste or smell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (describe) See	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

(Does this job require that weight be lifted or force exerted to perform the ESSENTIAL FUNCTIONS of the job? If so, indicate how much and how often?)

<i>Lifts weight or exerts force</i>	<i>None</i>	<i>Less than 1/3</i>	<i>1/3 to 2/3</i>	<i>More than 2/3</i>
Up to 10 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Demands (Select the specific vision requirements to perform the ESSENTIAL FUNCTIONS of this job – you may select more than one)

- ☒ Close vision
- ☐ Distance vision
- ☐ Color vision
- ☐ Peripheral vision
- ☐ Depth perception
- ☐ Ability to adjust focus

H. ENVIRONMENTAL/WORKING CONDITIONS: (List the environmental/working conditions which are essential functions of the job, especially any unpleasant or dangerous conditions. Include scheduling considerations such as on-call for emergencies, rotating shift. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

Work Environment (How much exposure to the following environmental conditions does this job require)

<i>Work Conditions</i>	<i>None</i>	<i>Less than 1/3</i>	<i>1/3 to 2/3</i>	<i>More than 2/3</i>
Wet or humid conditions (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high precarious places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Description of Job (continued)

<i>Work Conditions</i>	<i>None</i>	<i>Less than 1/3</i>	<i>1/3 to 2/3</i>	<i>More than 2/3</i>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (describe)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Work Environment (Select the level of noise that is typical for this work environment)

- ☐ Very quiet conditions
☒ Quiet conditions
☐ Moderate noise
☐ Loud noise
☐ Very loud noise

Approximate Percentage of time performing field work: 25%

I. EQUIPMENT USED: (List equipment which is representative of that which would be used to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

Laptop, mobile printer and scanner, land line, cell phone, desk top computer, fax machine and copier

J. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristic that contribute to an individual's ability to perform well in the job, and any other special considerations.)

Must be a person who is willing to help others at a time of need and serving a diverse population.

K. COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies.

Select the three (3) to five (5) competencies most critical to successful performance of this job. For Non-Management positions choose from the competencies described in Section I; For Management positions choose from the competencies described in Section II. All position descriptions will include these two additional competencies:

Cultural Competence

To perform this job successfully, individuals require foundational knowledge of health equity and the social determinants of health. Additionally, all candidates should demonstrate a commitment to racial and social justice, and know, or be open to learning, the components of implementing a trauma-informed care model.

Communication Skills

Presents ideas effectively in formal and informal situations; Conveys thoughts clearly and concisely and accurately, both inside and outside the organization; Listens well and asks good questions; Communicates well in writing and verbally.

Customer Focus

Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first-hand customer information and uses it for improvements in the delivery of services; Acts with customers in mind; Establishes and maintains effective relationships with customers and gains their trust and respect.

Professional Development

Learns new skills on own initiative; Demonstrates understanding and interest in current trends and best practices in the field of discipline; Applies new skills and knowledge on the job; Evaluates own potentials/weaknesses and plans for improvement; Has proficient skills in necessary computer applications.

Promoting Health and Preventing Disease

Obtains and interprets information regarding risk factors (both direct and contributing) to establish the determinants of community health status and factors that might be targeted for modification; Promotes health broadly defined as quality of life in community; Persuades and influences individuals and groups by increasing knowledge, shaping attitudes, and modifying behaviors towards disease prevention and intervention.

SECTION I – NON-MANAGEMENT POSITION COMPETENCIES

Intellectual

SECTION I – NON-MANAGEMENT POSITION COMPETENCIES

<input type="checkbox"/>	Analytical	Synthesizes complex or diverse Information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures
<input type="checkbox"/>	Design	Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail
<input checked="" type="checkbox"/>	Problem Solving	Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics
<input type="checkbox"/>	Project Management	Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities
<input type="checkbox"/>	Technical Skills	Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others
<i>Interpersonal</i>		
<input checked="" type="checkbox"/>	Customer Service	Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments
<input checked="" type="checkbox"/>	Interpersonal Skills	Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things
<input checked="" type="checkbox"/>	Oral Communication	Speaks clearly and persuasively in positive and negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings
<input checked="" type="checkbox"/>	Written Communication	Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information
<input checked="" type="checkbox"/>	Teamwork	Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed
<i>Leadership</i>		
<input type="checkbox"/>	Visionary Leadership	Displays passion and optimism; Inspires trust and respect; Mobilizes other to fulfill the vision; Provides vision and inspiration to peers and subordinates
<input type="checkbox"/>	Change Management	Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results
<input type="checkbox"/>	Delegation	Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results
<input type="checkbox"/>	Leadership	Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others
<input type="checkbox"/>	Managing People	Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits

SECTION I – NON-MANAGEMENT POSITION COMPETENCIES

		and applies customer feedback (both internal and external); Fosters quality focus in others; Improves processes, products and service; Continually works to improve supervisory skills
<input type="checkbox"/>	Quality Management	Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness
Organization		
<input type="checkbox"/>	Business Acumen	Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals
<input type="checkbox"/>	Cost Consciousness	Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenues; Conserves organizational resources
<input checked="" type="checkbox"/>	Diversity	Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free workplace; Builds a diverse workforce
<input checked="" type="checkbox"/>	Ethics	Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values
<input checked="" type="checkbox"/>	Organizational Support	Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity
<input type="checkbox"/>	Strategic Thinking	Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions
Self Management		
<input type="checkbox"/>	Judgment	Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions
<input type="checkbox"/>	Motivation	Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals
<input checked="" type="checkbox"/>	Planning / Organizing	Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans
<input checked="" type="checkbox"/>	Professionalism	Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments
<input type="checkbox"/>	Quality	Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to insure quality
<input type="checkbox"/>	Quantity	Meets productivity standards; Completes work in a timely manner; Strives to increase productivity; Works quickly
<input type="checkbox"/>	Safety and Security	Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses materials and equipment properly
<input checked="" type="checkbox"/>	Adaptability	Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays,

SECTION I – NON-MANAGEMENT POSITION COMPETENCIES

		or unexpected events
<input checked="" type="checkbox"/>	Attendance / Punctuality	Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time
<input checked="" type="checkbox"/>	Dependability	Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan
<input checked="" type="checkbox"/>	Initiative	Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed
<input type="checkbox"/>	Innovation	Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention

L. I believe that the statements made above in describing this job are complete and accurate:

Sherida Strong-Rimmer, MS, LPC

Health Access Program Manager

5/21/2021

JOB DESCRIPTION WRITTEN BY

TITLE

DATE

Erica Olivier

Maternal and Child Health Director

6/3/2021

APPROVED BY

TITLE

DATE

HEALTH PERSONNEL OFFICER

DATE