

HEALTH AND HUMAN SERVICES COORDINATOR

FUNCTION OF THE JOB

Under direction, to assist in supervising the provision of division services and programs; to assist in integrating and managing purchased services for a division; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Assists in planning, developing, coordinating and implementing health and human services programs, policies, and procedures within a division.
2. Assists in directing and coordinating supervisory staff in multiple units involved in the delivery of services.
3. Coordinates and maintains purchased service contracts of the division to ensure interaction and provision of appropriate services for clients.
4. Monitors and maintains purchased service contracts within budgetary constraints by approving day-to-day expenditures.
5. Develops methods to analyze and evaluate division programs and procedures.
6. Collaborates with provider agencies to provide problem resolution, planning, and program development.
7. Identifies and develops provider contracts which are affordable and fundable and can provide for the varying needs of clients.
8. Assists in the development, operation, and monitoring of a division budget designed to address community needs, state and federal legislation, funding patterns and anticipated client needs.
9. Researches and analyzes information for special projects and initiatives; prepares and presents verbal and written alternatives, summaries, and recommendations.
10. Prepares requests for proposals, evaluates vendors, and makes recommendations concerning their selection.
11. Assists in the evaluation and review of program operations for compliance with federal, state, and local laws, regulations, and codes and makes recommendations for revision when necessary.
12. Identifies funding sources within the division budget and recommends fund transfers when necessary.
13. Develops, coordinates, and presents in-service training and staff development programs.
14. Selects and evaluates staff and handles other personnel related activities.
15. Serves as a resource or member representative of the division to community groups, agencies, local business groups, and the general public.
16. Assists in the preparation of certification, licensing, and/or accreditation materials and records, and assists in related discussions and presentations of such to regulatory authorities during audits as well as site and program reviews.
17. Consults with other divisions as necessary regarding coordination of services and programs to meet the needs of the population served.
18. Establishes and maintains effective working relationships with staff, health officials, government agencies, clients, community and social agencies, businesses and the general public.
19. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
20. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Comprehensive knowledge of the principles, practices, methods, and techniques used in providing human service programs.
2. Comprehensive knowledge of the role of health and human service programs and the objectives of a public agency providing these services.

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

3. Comprehensive knowledge of social and rehabilitative issues affecting populations served by the division.
4. Comprehensive knowledge of administrative, managerial, and supervisory principles and practices.
5. Comprehensive knowledge of emergency government and incident command structures and protocols.
6. Considerable knowledge of federal, state, and local laws, rules and regulations concerning the operation of human service programs.
7. Considerable knowledge of budgeting, planning, funding mechanisms and analytical methods and techniques.
8. Considerable knowledge of purchased services management, monitoring and evaluation.
9. Considerable knowledge of community resources related to populations served.
10. Considerable knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
11. Considerable knowledge of computerized department program software, electronic health record, internet access, database, spreadsheet, and word processing programs.
12. Ability to utilize electronic health record, word processing, database, and spreadsheet programs.
13. Ability to effectively communicate ideas, recommendations, and proposals, both orally and in writing.
14. Ability to analyze problems, identify alternative solutions, project consequences, and implement recommendations in support of goals.
15. Ability to plan, assign, supervise, and evaluate the day-to-day work of the division.
16. Ability to interpret and apply agency rules, directives and policies, federal, state, and local laws, rules and regulations.
17. Ability to establish and maintain effective working relationships with staff, health officials, government agencies, clients, community and social agencies, businesses, and the general public.
18. Ability to plan, develop, implement, and evaluate programs for client services and referrals.
19. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic and professional backgrounds, and persons of all ages and lifestyles.
20. Ability to prepare clear and concise reports.
21. Ability to multi-task in a fast-paced agency.

Training and Experience

1. A. Graduation from a recognized college or university with a bachelor's degree in sociology, social work, psychology, business, healthcare, or public administration, or a closely related field.
OR
B. Graduation from a recognized college or university with a bachelor's degree in nursing, and a current license to practice as a registered nurse in Wisconsin.
2. Four (4) years of responsible professional work experience in social work, clinical psychology, counseling, or nursing in a human service agency. One year of which was in a supervisory capacity.
3. A master's degree from a recognized college or university in business, healthcare, or public administration, social work, sociology, psychology, nursing or a closely related field may be substituted for one year of the required work experience.
4. For work assignments supervising clinical psychologists and overseeing psychological services, graduation from a recognized college or university with a doctoral degree in psychology or possession of a doctoral degree equivalency as determined by the Psychology Examining Board of the State of Wisconsin Department of Safety and Professional Services is required with possession of current licensure to practice psychology in the State of Wisconsin.