

MANAGED CARE COORDINATOR/TEMPORARY ASSISTANCE PROGRAM

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position responsible for coordinating, planning, supervising and managing the activities of the Temporary Assistance for Needy Families (TANF) Program, as well as coordinating all activities of the county's various Managed Care Programs, including overseeing program enrollment. Responsibilities may also include recruitment of managed care providers, negotiation of contract terms and marketing of available plans to clients. Duties are similar to those of Social Services Supervisor, but are broader in scale and involve a higher level of independent activity. Work is performed under general supervision of the Director of Eligibility, with substantial independent judgment required in the performance of duties and responsibilities. Supervision is exercised over a number of social services personnel. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Coordinates, plans, supervises and manages the activities of the Temporary Assistance Unit;

Coordinates the Managed Care Program on a daily basis;

Files annual grant applications as required to maximize 100% Federal funding for Managed Care;

Reviews Administrative Directives (ADMs); Local Commissioner Memorandums (LCMs); informational Letters (INFs); General Information Systems (GIS); Automated Eligibility Logic (ABEL) bulletins from the state and insures that changes are implemented on a timely basis;

Maintains thorough knowledge of rules, regulations and policies governing all benefit programs;

Keeps abreast of changing laws, regulations and policies in order to assure the correct provision of services;

Teaches and develops staff, measures staff performance and makes required performance evaluations;

Supervises and motivates staff to comply with policies and procedures related to financial eligibility programs;

Delegates special projects and follow-up responsibilities to subordinate staff;

Conducts unit meetings and reviews new policies with staff on a regular basis, implements corrective action procedures when necessary;

Prepares statistical reports, completes surveys and analyze data;

Provides or arranges for client education to insure effective use of the managed care system;

Serves as a liaison between clients and managed care providers, facilities client/provider grievance resolution;

Ensures that all managed care providers are meeting quality assurance guidelines;

Maintains current knowledge of all System updates including the Welfare Management System (WMS), Automated Finger Imaging System (AFIS), Client Notices System (CNS) and the Electronic Benefit Transfer (EBT);

Reviews correspondence and complaints and assures proper handling;

MANAGED CARE COORDINATOR/TANF PROGRAM (cont'd)

Negotiates certain terms of contracts with managed care providers; negotiates changes at renewal, administers provisions of contracts;

Authorizes special payments for housing, security, TANF services in the Director's absence;

Monitors compliance with Fair Hearing directives and decisions;

Consults with the Director of Eligibility in the formulation of agency procedures to ensure maximum reimbursement to the County;

Conducts interviews with potential employees and makes recommendations for hiring;

Mediates conflicts within the unit, including staff disagreements and time constraints;

Maintains contacts with all departmental units, other agencies and community groups in areas of professional responsibility;

Attends NYS Department of Health, Office of Temporary Disability Assistance meetings, training sessions and regional meetings;

Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of applicable federal, State and local laws, rules, regulations and procedures as they relate to temporary assistance and managed care; thorough knowledge of the philosophy and operations of social service agencies; thorough knowledge of modern principles of supervision and management; ability to communicate well and deal effectively with others; ability to plan direct and evaluate the work of others; ability to instruct others regarding various aspects of agency policy and procedures, job functions and improving job performance; ability to lead and motivate assigned personnel; ability to manage or resolve interpersonal problems which may exist among staff; ability to communicate effectively both orally and in writing; ability to identify critical program problems and to formulate and implement appropriate changes into ongoing operations with minimum disruption; ability to interpret numerical and narrative information; initiative; integrity; sound professional judgment; leadership; resourcefulness.

MINIMUM QUALIFICATIONS: Either

- a) Bachelor's degree and three (3) years of experience in the provision of financial social service programs or substantially similar work;
or
- b) Associate's degree and five (5) years of experience in the provision of financial social service programs or substantially similar work;
or
- c) An equivalent combination of education and training as described in a) and b) above.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.