

## PUBLIC HEALTH PROGRAM ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves performance of support service functions associated with the administration of public health services and programs. The purpose of the class is to relieve the professional staff of the more routine duties. Incumbents assist professional staff with client case management, monitor reports of essential public health information, produce communications and maintain records regarding such information as required. Additionally, incumbents prepare bills, maintain records including financials, provide information to clients relative to all aspects of available programs and benefits, may perform routine health and financial screenings, schedule appointments, and assist with education and outreach. Some after hour and/or weekend work is required as needed. Work is performed in accordance with established guidelines, under direct supervision of higher level Health Department staff. Supervision of others is not a function of the position. Performs related work as required.

### TYPICAL WORK ACTIVITIES: (Illustrative only)

Monitors on a daily basis reports relative to communicable diseases on NYS Department of Health website, and produces communications and maintains/updates records as needed;

Monitors a variety of public health websites, such as ECLRS, CDESS, NYSIIS, LeadWeb, etc. and reports relevant data to appropriate health department staff;

Monitors laboratory test results, tracks patient information, contacts physicians and patients with results, prescreens for high risk cases and/or cases requiring follow up, and sends out required communications in such cases;

Assists Health Department professional staff with client case management;

Maintains databases relative to patients with communicable diseases, cases requiring follow up, laboratory and office visit billing, and related information;

Provides assistance in clinic situations as needed, including but not limited to interviewing prospective program participants to gather health and financial data and other information required for program eligibility determination, screening for program requirements such as residency, medical referrals, scheduling appointments, providing information, etc.;

Prepares and distributes informational packages on various programs as needed;

Receives telephone calls and visitors, answers questions and provides information according to program policies, procedures, and regulations;

Maintains medical supply inventory, and orders supplies as needed;

Attends a variety of department program and staff meetings and prepares, types and distributes meeting minutes;

Operates a personal computer to produce correspondence, reports, spreadsheets, informational flyers and brochures, presentation materials, and other work documents;

May be assigned to train and/or oversee other clerical staff in the routine and specialized work of the department/programs; 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: Working knowledge of public health programs and services relative to immunization, communicable diseases, prevention, etc.; working knowledge of related community and county resources; ability to prepare informational materials on public health programs and issues, including flyers, pamphlets, audio-visual presentations; ability to analyze and organize data and prepare records and reports; ability to learn and use computer software and perform web research; ability to communicate effectively both orally and in writing, to groups and individuals; ability to maintain accurate records; ability to deal effectively and objectively with clients of diverse socio-economic backgrounds and cultures; good listening skills, social perceptiveness; tact; confidentiality; good judgment.

MINIMUM QUALIFICATIONS: Either

- a) Associate's degree or completion of sixty (60) college credits in public administration, health administration or a related field, and two (2) years of full time work experience which involved assisting in the administration of public or community health or social programs; or
- b) Associate's degree or completion of sixty (60) college credits and three (3) years of full time work experience which involved assisting in the administration of public or community health or social programs; or
- c) Graduation from high school or possession of a comparable diploma and five (5) years of full time work experience which involved assisting in the administration of public or community health or social programs; or
- d) An equivalent combination of training and experience as indicated in a) through c) 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.

SPECIAL REQUIREMENT:

Work after normally scheduled hours and/or work on weekends is required.