

Program Administrative Assistant/Family Service Specialist

1. Responsible for providing promotor(a) services that include outreach and recruitment and building relationships with families, individuals and youth who reside at area ranches and residential areas. (4)
2. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)
3. Responsible for providing case management services for individuals, families, youth to ensure needs are addressed including information and referral to resources. (6)
4. Responsible for the creation and implementation of participant case management plans that include direct goals, timelines and strategies for success. (6)
5. Maintain records and files as needed and addressing participant needs. (6)
6. Coordinates Medi-Cal covered health services for a client. (6)
7. Provide client assistance including form assistance, translation, advocacy, referrals, arranging transportation, as needed. (6,8)
8. Arranges transportation if client has a physical or mental limitation to Medi-Cal covered health services to meet their identified needs. (6)
9. Assists individuals and families with aspects of the Medi-Cal application process. (8)
10. Complete daily Medi-Cal Administrative Activities (MAA) time survey. (20)
11. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Employee Name (Printed)