

Clinic Nurse III

1. Assists with clinic operations by monitoring clinic flow, by maintaining and checking charts and records, and by making referrals and follow-up appointments. (Medi-Cal related outreach, case coordination – 4, 6) *
2. Coordinates with other agency divisions to schedule tests and other services (Medi-Cal related outreach, case coordination – 4, 6)
3. Answers patient's questions about procedures, diseases, and medical care concerns.
4. Provides informational literature and educates patient on medical care, health issues and need for follow-up.
5. Provides skilled nursing services, treatments, administers dressings, medications and immunizations; draws blood, fits orthopedic equipment, irrigates ears and provides other skilled nursing services.
6. Reads TB skin tests.
7. Coordinates the blood pressure clinic, and the pre-employment and base line physical examination program.
8. Performs Audiometry and spirometry testing.
9. Keeps test records required by the state and federal government.
10. Provides counseling for patients including sexually transmitted disease follow-up.
11. Maintains the emergency cart, medical supplies and medications.
12. Supervises other nursing staff and medical assistants.
13. May serve as a consultant for nursing issues to staff.
14. Maintains clinic equipment.

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Clinic Nurse III - cont'd.

15. In the public health assignment, provides nursing services in specialized clinics, conducts epidemiological investigations of communicable diseases, makes home visits to clients with health risks, makes health care assessments, consults with physicians, counsel's clients and their families concerning sensitive health care issues, develops care plans, acts as a patient advocate.
16. May act in the triage role in general medical clinic which includes scheduling work, prioritizing cases, making complex referrals (Medi-Cal related outreach – 4), providing test results and problem-solving complex cases.
17. Attends meetings and in-service training programs.
18. Maintains automated and manual record keeping systems.
19. Inputs, accesses and analyzes data using a computer terminal.
20. Prepares reports, charts, records and other required documentation.
21. Conducts outreach 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. (4)
22. Coordinating Medi-Cal covered health services for a client. (6)
23. Assists individuals and families with aspects of the Medi-Cal application process. (8)
24. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
25. Develops and maintains contracts with various entities, including those related to health and Medi-Cal program services. (12, 13)
26. Works with community and government agencies to identify and fill gaps in health and Medi-Cal services by collaborating and planning for clients and families in need of such services. (15, 16, 17, 18)

Clinic Nurse III - cont'd.

27. Collaborates with agency and outside agency staff by engaging in program planning and policy activities to enhance and expand health services, including Medi-Cal services to meet the needs of clients and families. (15, 16, 17, 18)

28. Attends training related to the performance of MAA. (20)

* This position is not in the clinic budget and costs are not included in a billable rate.

Employee Signature (please sign in blue ink)

Date

Employee Name (Printed)

Health Center Manager

1. Plans, directs, reviews and coordinates the Homeless Persons Health Project.
2. Hires, supervises, trains and evaluates program staff.
3. Prepares and manages program budget.
4. Keeps abreast of legislation and issues impacting program.
5. Coordinates case management protocols and activities. (6)
6. Coordinates program and service activities with administrative and medical staff of the agency and outside service providers. (6)
7. Maintains records and prepares reports.
8. Collaborates with case managers to discuss individual clients' needs and barriers to receipt of services, including health and Medi-Cal services. Discusses referral options (4, 6)
9. Oversees and provides information to individuals and families about the Medi-Cal Program and directs to Medi-Cal covered services to meet identified needs. (4)
10. Coordinates Medi-Cal covered health services for a client. (6)
11. Develops and maintains contracts with various entities, including those related to health and Medi-Cal program services. (12, 13)
12. Works collaboratively with other HSA divisions and outside agencies to coordinate and improve the delivery of health and Medi-Cal services to homeless clients and families. (15, 17)
13. Develops strategies to increase health and Medi-Cal system capacity and close service gaps. (15, 17)
14. Develops grants and proposals for health and Medi-Cal program expansion and enhancement. (15, 17)
15. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Employee Name (Printed)

Health Services Manager

1. Plans, directs, reviews and coordinates the Homeless Persons Health Project.
2. Hires, supervises, trains and evaluates program staff.
3. Prepares and manages program budget.
4. Keeps abreast of legislation and issues impacting program.
5. Coordinates case management protocols and activities. (Medi-Cal related case coordination – 6)
6. Coordinates program and service activities with administrative and medical staff of the agency and outside service providers. (Medi-Cal related case coordination – 6)
7. Maintains records and prepares reports.
8. Collaborates with case managers to discuss individual clients' needs and barriers to receipt of services, including health and Medi-Cal services. Discusses referral options (activities related to Medi-Cal outreach – 4, 6)
9. Oversees and provides information to individuals and families about the Medi-Cal Program and directs to Medi-Cal covered services to meet identified needs. (4)
10. Coordinates Medi-Cal covered health services for a client. (6)
11. Works collaboratively with case managers and other service agencies to ensure availability of transportation for clients in order to access Medi-Cal eligibility and services. (10)
12. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
13. Develops and maintains contracts with various entities, including those related to health and Medi-Cal program services. (12, 13)

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Health Services Manager – cont'd.

14. Works collaboratively with other HSA divisions and outside agencies to coordinate and improve the delivery of health and Medi-Cal services to homeless clients and families. (15, 17)
15. Develops strategies to increase health and Medi-Cal system capacity and close service gaps. (15, 17)
16. Develops grants and proposals for health and Medi-Cal program expansion and enhancement. (activities related to Medi-Cal planning – 15, 17)
17. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Medical Assistant

1. Administer medication by intradermal, subcutaneous or intramuscular injection.
2. Perform venipuncture or skin puncture for the purpose of withdrawing blood sample.
3. Perform ear lavage.
4. Collect by non-invasive techniques and pressure specimens for testing including urine, sputum, semen and stool.
5. Administer medication orally, sublingually, topically, vaginally, rectally or by providing a single dose to a patient for immediate self-administration.
6. Administer medication by inhalation, if medication is identified as patient specific and order has been received by the physician.
7. Perform electrocardiogram (EKG).
8. Apply and/or remove bandages and dressings.
9. Apply orthopedic appliances, such as: knee immobilizer and envelope arm sling.
10. Remove casts, splints and other external devices.
11. Select, adjust and instruct patient in proper use of crutches.
12. Remove sutures or staples from superficial incisions or lacerations.
13. Assist patients in ambulation and transfers to and from exam table, wheel chair, etc.
14. Prepare patient for procedure with provider by positioning, draping, shaving and disinfecting treatment site.
15. Take patients vital signs: temperature, blood pressure, pulse and respiration. Accurately record vital sign results in patient's medical record.

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Medical Assistant – cont'd.

16. Weight and measure patient and accurately record results in patient's medical records.
17. Perform vision and hearing screening and accurately record results in patient's medical record.
18. Prepare equipment and instruments for sterilization and/or disinfection.
19. Interview patients prior to provided examination, confirming the following data points: drug allergy history, record reason for visit/examination, record patients symptoms, assure that results of all previously ordered tests are present in the medical record.
20. Prepare equipment/instruments needed by provider for specific identified procedure or test.
21. Assist in setting up and dismantling clinics, CHDP, Occupational Health, Family Planning, IZ, Ortho and DMC.
22. Disinfect and clean exam rooms, as is appropriate following patient procedure, test or examination.
23. Dispose of contaminated materials according to infectious waste policy and procedure.
24. Dispose of needles and syringes in accordance with Sharpies policy and procedures.
25. Stock examination rooms and other clinic areas with appropriate medical supplies, forms and equipment.
26. Order and maintain supplies in the clinic. Schedule patient referral appointment.
27. Take phone calls and deliver messages as is appropriate and related to clinic business.
28. Keep Nursing Supervisor and or Lead Nurse informed of clinic or patient issues, such as patient flow, coverage problems, etc.

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Medical Assistant – cont'd.

29. Keep records and documentation of all patient interactions and encounters.
30. Provide assistance and support to provider in the course of patient procedure and examination.
31. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
32. Coordinates Medi-Cal covered health services for a client. (6)
33. Assists individuals and families with aspects of the Medi-Cal application process. (8)
34. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
35. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Mental Health Client Specialist/Sr. Mental Health Client Specialist

1. Interviews clients to assess and evaluates the clients' problems, provides crisis intervention and determines treatment or rehabilitation needs.
2. Gathers and analyzes information on clients' presenting circumstances, social psychiatric history, and/or immediate needs.
3. Determines need and eligibility for psychiatric hospitalization or other treatments, making recommendations and referrals within the Agency or to other programs and agencies as appropriate. (Medi-Cal related outreach – 4)
4. Provides continuing case management services to severely mentally ill clients and their families, assisting clients to function at the most independent level in the least restrictive setting possible. (Medi-Cal related case coordination – 6)
5. Serves as Coordinator of client service plans that address the psychosocial needs as stated by clients that may include housing, employment, education, financial, legal and social needs.
6. Prepares case histories and assessments or service plans.
7. Provides individual, group and family mental health sessions as assigned, under the direct supervision of a licensed staff member.
8. Prepares a variety of administrative records, reports, correspondence and other documentation and maintains client records.
9. Communicates and/or consults with a variety of organizations, agencies, programs, and individuals in obtaining necessary treatment approaches and/or support services for clients, assisting clients to meet their basic needs and improve their current situations.
10. Works with other agencies to identify, promote and develop needed health care services.
11. Participates in staff meetings, in-service training, team treatment sessions, conferences, and workshops.

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**Mental Health Client Specialist/Sr. Mental Health Client Specialist –
cont'd.**

12. Consults with supervisor, team members, and other professional staff concerning client caseload and/or assigned functions.
13. Arranges for emergency treatment and/or detention or out-of-home placement and care as necessary.
14. Input and access data using a computer.
15. Those possessing appropriate licensure may occasionally be asked to administer injections.
16. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
17. Coordinates Medi-Cal covered health services for a client. (6)
18. Assists individuals and families with aspects of the Medi-Cal application process. (8)
19. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
20. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
21. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Public Health Nurse

1. Informs clients about medical care resources available to provide diagnosis and/or care for medical conditions. (4)
2. Informs clients about benefits available for covering costs of medical care, including the Medi-Cal program. Maintains public information phone line and walk-up client services window to help clients to obtain services and to refer them to Medi-Cal eligibility offices. (4)
3. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
4. Assist client to comply with direction of the medical provider through explanations, arrangements for medical appointments (4), help in obtaining pharmaceuticals, help in adhering to medication schedules, supplies, teaching and practical support for self-care, and any environmental modifications needed for place of shelter, work or school.
5. Coordinates Medi-Cal covered health services for a client. (6)
6. Provides case management services to homeless adults, youth and families, following established program guidelines and nursing standards of practice; participates in interagency case conferences pertaining to clients open to case management. (6)
7. Assists case managed clients who appear eligible for Medi-Cal with the applications process by explanation, transportation (to eligibility), and help in completing the application requirements. Assists clients with existing Medi-Cal coverage to access medical care promptly. (4, 8)
8. Assists individuals and families with aspects of the Medi-Cal application process. (8)
9. Completes necessary case management records, medical records, reports, and other forms of documentation of client services provided and staff time allocated.
10. Carries our specialized duties to protect public health in the event of a local disaster.
11. Collaborates with other HSA divisions and outside agencies to identify gaps in health services continuum and to develop strategies to fill gaps and enhance services and service delivery. (15, 16, 17, 18)

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Public Health Nurse

- 13. Prepares data reports and needs assessments for the purpose of developing strategies to increase Medi-Cal capacity and close Medi-Cal service gaps. (15, 16, 17, 18)

- 14. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Employee Name (Printed)

Public Health Nurse I/II

1. Provides case management services to homeless adults, youth and families, following established program guidelines and nursing standards of practice; participates in interagency case conferences pertaining to clients open to case management. (Medi-Cal related case coordination – 6)
2. Informs clients about medical care resources available to provide diagnosis and/or care for medical conditions. (Medi-Cal related information and referral - 4)
3. Informs clients about benefits available for covering costs of medical care, including the Medi-Cal program. Maintains public information phone line and walk-up client services window to help clients to obtain services and to refer them to Medi-Cal eligibility offices. (4)
4. Assists case managed clients who appear eligible for Medi-Cal with the applications process by explanation, transportation (to eligibility), and help in completing the application requirements. Assists clients with existing Medi-Cal coverage to access medical care promptly. (4, 8)
5. May transport clients in special situations to medical appointments. (10)
6. Assist client to comply with direction of the medical provider through explanations, arrangements for medical appointments (4), help in obtaining pharmaceuticals, help in adhering to medication schedules, supplies, teaching and practical support for self-care, and any environmental modifications needed for place of shelter, work or school.
7. Completes necessary case management records, medical records, reports, and other forms of documentation of client services provided and staff time allocated.
8. Carries our specialized duties to protect public health in the event of a local disaster.
9. Collaborates with other HSA divisions and outside agencies to identify gaps in health services continuum and to develop strategies to fill gaps and enhance services and service delivery. (15, 16, 17, 18)
10. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)

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Public Health Nurse I/II – cont'd.

11. Coordinates Medi-Cal covered health services for a client. (6)
12. Assists individuals and families with aspects of the Medi-Cal application process. (8)
13. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
13. Prepares data reports and needs assessments for the purpose of developing strategies to increase Medi-Cal capacity and close Medi-Cal service gaps. (15, 16, 17, 18)
14. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Public Health Nurse III

1. Responds to incoming referrals from County Clinics and other HSA programs; assign appropriate staff to respond; tracks progress; closes open referrals when appropriate and generates monthly report on referrals received and project responses.
2. Directs the work of subordinate staff in the case management of and planning for clients to assure adherence to program goals and requirements and client outreach, care case management, inter agency coordination, advocacy and support services. (Medi-Cal related case coordination – 6)
3. Assists in the development of case plans for complex, multi-need, and/or compliant clients that may involve multi-disciplinary and multi-agency teams.
4. Assists clients with special needs to obtain appropriate medical care with a qualified Medi-Cal covered service provider. (4)
5. Supervises staff to carry out specialized duties to protect public health in the event of a local disaster.
6. Attends community and interagency meetings to inform of Homeless Persons Health Project services, and attends interagency case conferences concerning client's case managed by staff. (Medi-Cal related referral activities – 4, 6)
7. Informs clients about Medi-Cal benefits and where to apply; works to assist clients at special risk in the application process. (4, 8)
8. Performs program planning activities in collaboration with other health programs, including, but not limited to: Santa Cruz Health Clinic, Short-Doyle mental health, alcohol and drug programs, managed care, and other public health programs. (15, 16, 17, 18)
9. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
10. Coordinates Medi-Cal covered health services for a client. (6)

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Public Health Nurse III – cont'd.

11. Assists individuals and families with aspects of the Medi-Cal application process. (8)
12. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
13. Assists the MAA/TCM Coordinator with MAA claims administration. (19)
14. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Senior Human Services Analyst

1. Conducts complex studies of agency services, policies, procedures, organizational structure, staffing, and budget.
2. Measures short-term and long term program objectives.
3. Prepares reports and recommendations to implement major program changes in delivery of human services to clients. (activities related to Medi-Cal planning – 15, 17)
4. Analyzes pending legislation, laws, regulations and other information received from local, state and federal agencies relating to human service programs and prepares reports and recommendations.
5. Conducts major research projects to analyze new programs or to revise existing programs to meet client needs, availability of services, and social and economic patterns within the County. (activities related to Medi-Cal planning – 15, 17)
6. Designs and develops measurement techniques to assess needs and services and to evaluate program effectiveness.
7. Designs questionnaires and forms to gather, tabulate and analyze data.
8. Prepares detailed narrative, oral, statistical and graphic reports.
9. Determines local community resources, evaluates services and makes recommendations for new or revised human service programs. (activities related to Medi-Cal planning – 15, 17)
10. Evaluates on-going human service programs within the department and provided through contractors or sub-agents. (activities related to Medi-Cal planning – 15, 17)
11. Collects and reviews data, evaluates and monitors, and measures service delivery provided by the agency and contractors or sub-agents. (activities related to Medi-Cal planning – 15, 17)
12. Reviews contracts, operating plans and goals, audit and progress reports, service reports, case files, and fiscal and statistical data.

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Senior Human Services Analyst – cont'd.

13. Interviews staff, contractors, sub-agents and clients, prepares organizational and workflow charts.
14. Drafts requests for proposals and invitations for bids; reviews proposals and bids, and makes recommendations for funding.
15. Negotiates and prepares contracts and contract modifications.
16. Develops policies and operating procedures for major demonstration projects and provides assistance and advice during project operation.
17. Evaluates project results and integrates results into existing programs.
18. Develops and maintains working relationships with a wide variety of community leaders and officials and with local, state and federal agencies.
19. Serves as project leader over other analysts and operating personnel.
20. Plans, organizes, supervises, and evaluates work of subordinate staff.
21. May provide staff support for commissions or committees. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
22. Coordinates Medi-Cal covered health services for a client. (6)
23. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
24. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Typist Clerk II/III

1. Types letters, reports, case histories, statistical data and other finished copy from rough drafts, margin notes, general instructions or machine transcription.
2. Corrects grammar, punctuation and spelling and proofreads copy.
3. Operates computer in preparing case histories, reports and correspondence.
4. Types invoices, requisitions, data input documents and other material from copy, draft or notes.
5. Checks forms, records, reports, applications and data input documents for accuracy, completion and conformance with established procedures and rules.
6. Makes follow-ups requiring some independent judgment to secure required or additional information; inserts and extracts materials from subject matter files.
7. Classifies material by nature of subject matter and prepares new files as needed.
8. Keeps records and prepares statistical and other types of reports in accordance with predetermined forms and procedures.
9. Assists public by referring them to sources of information, giving out standard forms and explaining how to complete them, answering requests for factual information by consulting various available sources, and explaining standard departmental policies and procedures.
10. Acts as a resource for other employees on materials in files and records maintained or processed; operates standard office equipment, such as photocopier machine and computer.
11. Relieves technical staff or administrator of more routine office details, including making appointments, reserving meeting rooms, ordering office supplies, answering routine requests for information by enclosing materials or composing routine letters on factual subjects, and collating or extracting information from files and other readily available sources which require knowledge of departmental operations and rules.

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Typist Clerk II/III - cont'd.

12. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
13. Coordinates Medi-Cal covered health services for a client. (6)
14. Assists individuals and families with aspects of the Medi-Cal application process. (8)
15. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
16. Attends training related to the performance of MAA. (20)

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