



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **COORDINATOR III, HUMAN SERVICES**
Grade: 13

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

Performs advanced (senior-level) human services support work. Work involves coordination of assigned program in the county's departments. Provides basic services to a specialized caseload as well as providing direct social work services.

EXAMPLES OF WORK PERFORMED

Develops and implements managerial and monitoring systems to insure that the department complies with applicable state and federal laws and contractual requirements as well as the directives of the Commissioners' Court

Assists with the development and recommends to the Director the policies and guidelines for service delivery

Establishes and maintains effective working relationships with representatives of other agencies, governmental entities, funding sources, and the media; work with them on issues related to contracts and activities affecting the delivery of county human services

Make recommendations regarding the billing section to the Director

Prepares daily, weekly, monthly, quarterly and annual reports

Determines correct payment rates for medical and other related claims

Reviews and process service provider claims utilizing established policies and procedures

Determines if patient is eligible for payment at the time that services or procedures were performed

Maintains and updates patient's medical history and expenditures

Prepare various reports and correspondence about covered medical services and/or eligibility

Maintains an awareness of laws, regulations, actions and events which could affect the level, quality or cost of county human services

Summarizes and analyzes data concerning county human services and costs

Performs related duties as required

EXPERIENCE AND EDUCATION

Graduation from an accredited four (4) year college or university with a Bachelor's in Social Services, counseling, psychology or related field

Three (3) years of supervisory experience in medical claims billing or related

Two (2) years of related experience may be substituted for one (1) year of education

CERTIFICATES, LICENSES AND REGISTRATION

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of management principles and practices

Ability to supervise and motivate management level employees

Ability to exercise sound judgment in making administrative decisions involving staff and service activities

Knowledge and thorough understanding of federal and state grant programs and of various budgeting techniques

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents

Bilingual (Spanish and English) with the ability to converse fluently in both languages

Ability to effectively present information to top management, public groups, and/or boards of directors

Employee prepares and reviews budgets, read correspondence, reports and memos and reviews contracts for services

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations