

PUBLIC HEALTH SERVICES PROGRAM COORDINATOR

139-B

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for performing a variety of record keeping and administrative tasks to coordinate activities relating to specific programs administered through the County's Public Health Services Office. Incumbents of the position may also interact with agency clients, other agencies and organizations and the public to provide information about the program being coordinated and to determine financial eligibility of applicants for certain programs or services offered through the agency. Work is performed under general supervision of the agency Director with medical supervision being provided by the appropriate program physician, if required to the program. Supervision of other staff is not a significant responsibility of this position.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Prepares work/assignment schedules of staff to insure that proper coverage for a program is maintained;

Provides instructions to relevant staff to insure proper and effective record keeping;

Provides clarification of work assignments to staff;

Interviews applicants to determine eligibility for one or more of the programs or services provided through the Public Health Services Office;

Acts as a liaison with other agencies in order to provide coordination of program services and to meet program goals;

Evaluates diagnosis for the applicability to a program;

Interviews people to solicit eligibility data and conducts financial evaluations of prospective clients;

Assists clients to determine their insurance benefits as primary coverage where applicable;

Establishes program controls including a periodic review of each participant to determine continued eligibility;

Pays authorized bills through processing of vouchers;

Compiles information and types various reports as required;

May schedule and send out notifications for conferences and meetings and takes minutes, as required;

Answers telephones and gives routine information about the program to the public;

Performs related typing or clerical tasks utilizing computer software and other office machinery;

Assists clients in resolving problems with insurance claims.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of eligibility criteria and of services provided by the Public Health Services Office; good knowledge of office terminology and procedures; good knowledge of business English; good knowledge of business arithmetic; good knowledge of techniques and methods of conducting interviews; ability to read and understand written material; ability to compile data; ability to express oneself clearly, both orally and in writing; ability to understand and carry out complex written and oral instructions; ability to operate a personal computer and utilize common office software programs to prepare records and reports; ability to deal effectively with others; ability to work effectively with professional people; and clerical aptitude.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant an Associate's Degree or higher; or
- (B) Graduation from high school or possession of a high school equivalency diploma and Two years of experience involving interviewing and/or interacting with people in providing services; or
- (C) Three (3) years of experience as described in (B) above; or
- (D) An equivalent combination of training and experience as described above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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