

Callaway County Public Administrator's Office

Position: Deputy in Training

Benefits: Full time FTE with full County Benefits

Definition: This is intermediate level work of moderate difficulty and complexity involving a variety of tasks requiring independent work decisions within established office policies assuring for professionalism, accuracy, timeliness, and confidentiality. Provide services to an extensive caseload of incapacitated and disabled adults. The work is done under the direction of the Public Administrator and the Chief Deputy Public Administrator.

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and/or assigned.

Essential Duties:

Benefit/Billing/Finance Management Related Activities: 50%

Open and maintain bank accounts. Participate in deposit process and completing applications for direct deposit.

Utilize Quicken; ledger system; and SEM to reconcile bank statements and to track expenditures and deposits for client bank accounts held by CCPA office. Ensuring that both Quicken, SEM, and the ledger system match the bank statements in amount and in check detail.

Review all bills and invoices for clients and pay appropriate client bills and invoices from client funds maintained by CCPA assuring for timeliness and accuracy.

Review patient trust accounts from placement facilities for accuracy.

Conduct weekly backup of the Quicken system.

Assist with inventories and Annual Settlements as needed. Assist with investigation of income, assets, and potential benefit programs for clients.

Create and oversee internal systems to deal with client benefits, including monthly review of financial status reports of Medicaid recipients.

Assist with investigation of income and assets plus benefit programs for clients.

Complete and mail payee reporting forms for appropriate Social Security and/or VA recipients.

Maintain and assist with supervision and payment of funeral plans, health insurance and life insurance preneed contracts for clients.

Work with credit card companies and other debt collection agencies regarding client debt.

Maintain client tax files as the primary liaison with the Professional Tax Preparer assuring for accuracy and working with Professional Tax Preparer to insure all tax returns for Conservatorship and Trust clients are filed.

Maintains trust files for all clients having trusts and function as the primary liaison with the trust entity.

Work with other office staff to maintain office files relating to the finances and benefits of CCPA clients including the New Manila, Medicaid, Funeral, Trust, Red, Green, and Teal files.

Work with Representative Payee Agencies (Arcare) and Third Party Administrator.

Function as the primary liaison with families who have minors with accounts managed by CCPA Office.

Primary liaison with case managers and caseworkers regarding client financial issues. Work with clients, their case managers and any relevant payee to establish a client budget when appropriate.

Keep updated on Medicare, Medicaid, Supplemental insurance, VA, Social Security, and any other benefit programs.

Social Services Related Activities 40%

Handle case assignments, participate in service plans, review case progress and work with Chief Deputy and Public Administrator to determine case activities. Assist the community support worker / facility staff to seek community resources to provide services to community-based clients for needs of transportation, communication, community support, independent living skills, activities of daily living, etc.

Assist the community support worker / facility staff to pursue the best and least restrictive placement for clients. Assist hospital, facility, or agencies to seek appropriate placement upon client's immediate discharge from provider of facility.

Assist the treatment team to develop and maintain the client's treatment plan with goals that should maximize his/her independence and self-reliance while maintaining the client's dignity, protection and safety.

Assist clients to make informed decisions by acting as their advocate regarding clinical status and treatment options, assuring for professionalism, accuracy, timeliness, and confidentiality.

Investigate problems that may arise, appraise situations, mediate conflict, and negotiate decisions with consideration of all involved parties, to provide for the needs of clients.

Maintain contact with each client on assigned caseload. This includes at least one face-to-face visit annually and phone contact as requested. Report to the Public Administrator and Chief Deputy knowledge of any concerns or issues the clients may have regarding their care, treatment, and living conditions.

Call to check on the status of clients when they are inpatient for acute medical or behavioral healthcare issues.

Obtain copies of prior code status documents executed by the clients. Obtain doctor's recommendation for any proposed DNR. Forward all information to Chief Deputy or Public

Administrator. Refer to PA for signature to change to “No Code” or Do-Not-Resuscitate (DNR) order.

Maintain emergency plan book for all facilities where the clients reside.

Complete Annual Status Reports to submit to Probate Court per RSMo Section 475.082

Review and complete required documentation on behalf of the client, including facility/program admission packets, annual updates per facility/provider, request for the records of release for information, medical consents, apartment/home leases, etc. Route all completed documents to the Chief Deputy or Public Administrator for signature.

Develop effective working relations and cooperate with the treatment team assuring for professionalism, accuracy, timeliness, and confidentiality.

Adhere to professional standards as outlined by protocols, rules and regulations.

Other Related Activities: 10%

Assist with incoming calls as backup, assuring for professionalism, accuracy, timeliness, and confidentiality.

Attend court hearings regarding guardian/conservator appointments, restoration of clients, and other related proceedings.

Willingness to complete any assigned continued education or certificate programs as requested by the Public Administrator, with costs of said programs to be paid by the county.

Review and be knowledgeable of the MAPA and NGA Standards of Practice.

Deputy in Training Requirements:

Associate’s Degree or Bachelor’s Degree required. Experience preferred using Quicken or Quick Books. Have a general knowledge of VA, Medicare, Medicaid, and Supplemental Insurance. Social Service experience. Excellent knowledge of case management principles, healthcare management. Effective communication skills. Excellent organizational and time management skills. Ability to write clearly and help with word processing when necessary. Strong communication skills. Ability to work well under limited supervision, multi-task and problem solve. Familiarity with professional and technical knowledge. Compassionate with teamwork skills. Effective communication skills. Excellent organizational and time management skills. Ability to write clearly and to balance check books. Ability to work well under limited supervision, multi-task and problem solve. Good teamwork skills. Willingness to complete any assigned continuing education or certificate programs as required by the Public Administrator with costs of said program to be paid by the county. Have valid Driver’s License. Basic American Sign Language helpful but not required. Must be willing to submit to a background check.