**Distinguishing Characteristics:**  
Positions in this class provide a substantial level of support to health program management, extending the capabilities of the program manager by performing routine, on-going monitoring, review, data management and analysis, evaluation of services or program eligibility, participating in field work such as outbreak investigations or on-site reviews, and similar supportive activities.

* CPR Waivers
* Application Screenings
* Application Tracking
* Report Creation, Analysis and Presentation
* UML processes
* Records requests
* Procedure updates
* Detailed instructions for procedures
* Certified mail tracking system

Health Program Associate is a transitional level of work between technical, paraprofessional health field workers and the fully functioning health professional, and as such may serve as an avenue of entry into health professional career paths such as Health Program Manager or Health and Social Services Planner. Work is not, however, of a trainee nature.

**Examples of Duties:**

Investigate reports of infectious or vaccine preventable disease outbreak; contact and interview patients and contacts of suspected or diagnosed cases to obtain pertinent epidemiological information; provide routine treatment, preventive and control information to health care providers, cases and case contacts; monitor to ensure appropriate treatment and follow up.

Develop sound working relationships with other agencies at the local, state and federal level, private, public and non-profit organizations, hospitals, clinics, schools, day care facilities, health professional organizations and others to promote communication and facilitate cooperative working agreements, exchange of information, training and speaking opportunities and similar exchanges of resources, knowledge and talent.

* Contact with providers regarding missing application attachments, explain basics of requirements, refer provider to correct regulations, provide resources
* Contact other agencies with questions or concerns of requirements such as Workers Compensation Insurance or Background Checks or Assisted Living Licenses

Develop and make presentations to groups and individuals (e.g., clients, service providers). Educate clients about disease-specific health behaviors and appropriate risk reduction activities; provide routine crisis intervention or counseling.

* Present on Archives, work search activities and computer related tips and tricks in addition to troubleshooting for co-workers and occasionally providers

Follow up on reports of adverse reactions to immunizations or treatments to determine the circumstances; prepare and submit necessary reports.

Write, edit, assist with review, and disseminate brochures, announcements and other print and broadcast material to provide information and publicize program services or activities.

* Missing items
* Moving the alh
* Recertification checklist for providers
* New cert checklist for providers
* Proofread E-alerts

Prepare and maintain statistics and reports on activities and disease incidence findings.

* CIR
* Applications Status
* Provider list

Evaluate potential vendors (e.g., grocers to serve as WIC agents) to determine eligibility to act as an authorized vendor; evaluate vendor performance; implement sanctions for vendor violations or abuse, including suspension or termination of vendor authorization if necessary; oversee statewide alternative food delivery system contract and resolve associated problems; perform annual local agency reviews, negotiate budget allocations, review and prepare grant awards, and provide routine assistance/training to vendors.

* Screenings
* CPR Waivers

Evaluate referrals and requests for services (e.g., Handicapped Children's Program) to determine eligibility; serve as liaison between a variety of health providers and clients with complicated social, medical and economic needs; determine financial eligibility of families for services under program guidelines; authorize services and payments; resolve conflicts with clients and providers in areas such as services not pre-authorized, extent of coverage or appropriateness of charges.

Perform other related duties as required.

* Archiving
* Data entry
* Data updates
* e-mail monitoring
* can tell application materials that are for certification vs site review apart

**Knowledge, Skills and Abilities:**  
Some knowledge of principles, practices and current trends in planning, organization, delivery and evaluation of public health programs and health care systems.

* Overview of electronic record management
* Designing system of provider electronic management via SP
* Building electronic tools to streamline processing of applications under new regulations

Some knowledge of rules, regulations, policies, procedures, precedents and terminology used in the work.

* Involved in review and revision of new regulations and provider certification packet
* Develop new electronic file system
* Develop procedures for QA’s archiving
* Pushed for offsite storage of old but active provider files to ensure safety of clerical staff and additional file space for future providers

Some knowledge in the basic understanding and application of the principles and practices associated with health care delivery and public health programs.

* knowledge of requirements of certification, quality improvement, complaints, sanctions, regulations, statutes and who to contact or how to research additional information

Ability to establish and maintain favorable working relationships with governmental representatives, local, private and non-profit health care provider agencies, professional personnel, volunteer groups, and others.

* Chat frequently with providers to clarify requirements, answer general questions or refer to those who have detailed answers

Ability to provide routine advice and guidance to individuals and agencies regarding health related issues and program policies, procedures and requirements.

Ability to interview individuals to obtain factual, sensitive or confidential information.

* Volunteers – interview, hire and selection; input when termination was necessary
* Team lead for 3 additional clerical volunteers (cannot “supervise” in current job class)
* Train new workers

Ability to analyze data, facts, or information, draw logical conclusions, and organize and present information effectively, both orally and in writing.

* Top things in sharepoint
* Archiving process

Ability to analyze complex issues and situations and propose viable solutions and courses of action.

* Task cards
* Cir tracking
* Application tracking
* Hab project
* Provider list
* Electronic folders
* Scanning naming structure
* PCA Folder setup
* File labeling structure
* Input on app checklist
* Document and letter templates

Ability to make group presentations and lead discussion groups, workshops or seminars.

Ability to recognize and respond to cultural differences, lifestyles, and values, and communicate with individuals in a variety of cultures and environments.