

GREEN LAKE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES

HEALTH & HUMAN SERVICES

571 County Road A

Green Lake WI 54941

VOICE: 920-294-4070

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Email: glcdhhs@co.green-lake.wi.us



FOX RIVER INDUSTRIES

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Post Date

4/6/22

The following documents are included in the packet for the Health and Human Service Committee Meeting held on Monday April 11, 2022

- April 11, 2022 Health and Human Services Committee Amended Agenda (Page 1)
- March 14, 2022 Health and Human Services Committee Meeting draft minutes (Page 2-3)
- March 16, 2022 Commission on Aging Advisory Meeting draft Minutes (Page 4-5)
- Environmental Health Monthly Report March 2022 (Page 6-7)
- Behavioral Health Monthly Report March 2022 (Page 8-9)
- Resolution Relating to Eliminating the HHS Billing Specialist/Administrative Coordinator Position and Creating a Billing Specialist Position and Designating one Data Entry/Reception Position within the HHS Administrative Department as the Lead. (Page 10-17)



GREEN LAKE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES

Office: 920-294-4070 FAX: 920-294-4139 Email: glcdhhs@co.green-lake.wi.us

Health & Human Services Committee Meeting Notice

Date: April 11, 2022 Time 5:00 PM
Green Lake County Government Center
571 County Rd A, COUNTY BOARD Room #0902 Green Lake WI

****AMENDED AGENDA**

Committee Members

*Joe Gonyo,
Chairman
Harley Reabe,
Vice Chair
Brian Floeter
Joanne Guden
Nancy Hoffmann
Christine Schapfel
Richard Trochinski
Joy Waterbury
Charlie Wielgosh*

*Kayla Yonke,
Secretary*

Kindly arrange to be present, if unable to do so, please notify our office. Sincerely,
Kayla Yonke
Financial/Business Manager

Virtual attendance at meetings is optional. If technical difficulties arise, there may be instances when remote access may be compromised. If there is a quorum attending in person, the meeting will proceed as scheduled.

1. Call to Order
2. Certification of Open Meeting Law
3. Pledge of Allegiance
4. Minutes (3/14/22)
5. Director's Report
6. VSO Report
7. Advisory Committee Reports
 - Aging Advisory Committee (Reabe)
8. Unit Reports
9. Resolution Relating to Eliminating the HHS Billing Specialist/Administrative Coordinator Position and creating a billing specialist position and designating one Data Entry/Reception position within the HHS Administrative Department as the Lead.
10. Personnel Updates
 - Birth to 3 Coordinator
 - FRI Program Aid
 - Economic Support Worker(s)
 - **Aging Manager
 - **I&A/Reception
11. Committee Discussion
 - Future DHHS Meeting Date (May 9, 2022 at 5:00 p.m.)
 - Future Agenda items for action & discussion
12. Adjourn

This meeting will be conducted through in person attendance or audio/visual communication. Remote access can be obtained through the following link:

Join Zoom Meeting

<https://us06web.zoom.us/j/85932313247?pwd=MGhWclg1SEpZRlZPQjFjcHlnY2dWZz09>

Meeting ID: 859 3231 3247

Passcode: 233027

One tap mobile

+13126266799,,85932313247# US (Chicago)

+19294362866,,85932313247# US (New York)

+1 301 715 8592 US (Washington DC)

Please note: Meeting area is accessible to the physically disabled. Anyone planning to attend who needs visual or audio assistance, should contact the County Clerk's Office, 294-4005, not later than 3 days before date of the meeting.

THE FOLLOWING ARE THE OPEN MINUTES OF THE HUMAN SERVICES BOARD HELD AT GREEN LAKE COUNTY GOVERNMENT CENTER, 571 COUNTY ROAD A, GREEN LAKE, WI 54941 ON Monday, March 14, 2022, AT 5:00 P.M.

PRESENT: Joe Gonyo, Chairman
 Harley Reabe, Vice Chairman
 Nancy Hoffmann, Member
 Richard Trochinski, Member
 Charlie Wielgosh, Member
 Joy Waterbury, Member
 Joanne Guden, Member
 Christine Schapfel, Member

OTHERS PRESENT: Jason Jerome, HHS Director (via Zoom)
 Kayla Yonke, Financial/Business Manager
 Jon Vandeyacht, VSO (via zoom)
 Dawn Klockow, Corp Council
 Jimmy Tonn, Community Members

Certification of Open Meeting Law: The requirements of the Open Meeting Law have been met.

Call to Order: The meeting was called to order at 5:00p.m. by Gonyo.

Pledge of Allegiance: The Pledge of Allegiance was recited.

Action on Minutes: Motion/second (Guden/Trochinski) to approve the minutes of the meeting held on February 14, 2022 of the Health & Human Services Board as presented. All ayes. Motion carried.

Director's Report:

Jerome Reported we are still working on closing out the year ending in a surplus.

Jerome reported there is movement in the ADRC. Creating a Dementia Care Specialist and splitting the approved admin staff in the 2022 budget with an I&A specialist. Discussion Followed.

VSO Report: Vandeyacht report this month they have been working on Student Government Day that is coming up next month.

VSO Annual Report: Vandeyacht report he sent out the 2020 report instead of the 2021 report. 2021 report will be sent out for review.

HHS Annual Report: Report was reviewed and placed on file. Discussion Followed.

Advisory Committee Reports:

Family Resource Council Committee - Trochinski reported Family Resource council met last week. Minutes were reviewed and placed on file. Discussion Followed.

Unit Reports:

Public Health Unit (PH) and Environmental Health - report was reviewed and placed on file.

Fox River Industries Unit - report was reviewed and placed on file.

Behavioral Health Unit (BHU) - report was reviewed and placed on file.

Children and Families Unit- report was reviewed and placed on file.

Aging Unit- report was reviewed and placed on file.

Economic Support and Child Support Units - report was reviewed and placed on file.

Appoint Public Health Medical Advisor: Motion/Second (Hoffman/Guden) To recommend County Board appoint Dr. Abigail Puglisi as the Public Health Medical Advisor. All Aye. Motion Carried.

Personnel Updates:

Jerome reported Betty Bradley is retiring June 1, 2022.

Jerome reported Fox River Industries is currently recruiting 1 Program Aide. Jerome stated that we are having a difficult time filling this position.

Committee Discussion:

Future Meeting Date: The next Health & Human Services Board meeting will be **Monday, April 11, 2022 at 5:00 p.m. at the Green Lake County Government Center.**

Adjournment: Gonyo adjourned meeting at 5:27p.m.

COMMISSION ON AGING ADVISORY MINUTES

March 16, 2022

Present in Person: Betty Bradley, Kayla Yonke, Harley Reabe, Gloria Lichtfuss, Parkis Waterbury, and Darlene Krentz

Present in Zoom: Tony Daley (Newspaper)

Excused: Robert Dolgner and Judith Street

CALL TO ORDER:

The meeting was called to order at 10:34 a.m. by Bradley at the Green Lake County Government Center.

Motion/Second (Krentz/Waterbury) to nominate Harley Reabe to run the meeting. All Ayes, motion carried.

CERTIFICATION OF OPEN MEETING LAW: The requirements of the Open Meeting Law have been met.

PLEDGE OF ALLEGIANCE: The Pledge of Allegiance was recited.

INTRODUCTIONS: No N/A

ACTION ON MINUTES: Motion/second (Waterbury/Lichtfuss) to approve the November 17, 2021 meeting minutes as presented. All ayes. Motion carried.

Correspondence: None

Dementia Care Specialist: Bradley reported the State of Wisconsin has given all counties money to have a part time Dementia Care Specialist per county. Green Lake County received \$40,000 funding for this position. Bradley reported Green Lake is going to attempt to take a full-time resource specialist and split it ½ Resource Specialist and ½ dementia care specialist and then creating a ½ time resource specialist and ½ time receptionist for Health and Human Services admin. Discussion Followed.

Volunteer Appreciation: Bradley reported April is usually our volunteer appreciation event. This year the event will be virtual held in April. Certificates and gift cards will also be going out. This includes volunteers at meal site workers, food pantry workers, volunteer committees, and volunteer guardians, along with SHIP application volunteers. Article in the paper to follow.

Senior Dining Site Reopening: Bradley reported all three dining sites are now open to in person dining. Markesan numbers are lower. Berlin site is still offering carry outs. Bradley reported Green Lake County is in need of home bound meal drivers for all routes. Discussion Followed.

Health and Human Services Board Report: Reabe

Advocacy: No Report

Year-to-Date Program Information: Bradley reviewed the Aging report and the report was put on file. Bradley reported a new position hired in January 2022 that is split between Food Pantry and Fox River industries. Bradley reported the Food pantry has received 2 grants. Discussion Followed.

Committee Discussion: Bradley shared with the committee she will be retiring June 1, 2022.

Future Meeting Date: The next meeting will be held on May 18, 2022.

Reabe adjourned the meeting at 10:59.

Environmental Health
Green Lake County
March 2022

Animal Bites: 1 dog bite. The dog was up to date on Rabies vaccination.

Well Water: 9 water test kits distributed
A well in Dalton has high Nitrate levels (15.8).

Lead: 14 Month old child had a Capillary Lead Level of 11-Berlin

Sewage: None

Solid Waste: Sent out final notice of abatement orders for Darsch property.

We received a complaint about garbage on two properties in Neshkoro.
Site visits for these properties will be on next month's report.

Radon: 6 short term Radon tests were sold

Housing: Received a Rental complaint regarding mold and cockroaches. Landlord sent an exterminator into the unit. The report said no roaches or signs of roaches were found. They still treated the apartment with pesticides. Mold was removed. Those areas were re-finished with latex primer designed to prevent the growth of new mold.

Received complaints about the Dartford Inn property in Green Lake. Rachel Prellwitz, Caleb Edwards, and myself did a site visit on 3/21/2022. Septic and Zoning violations were written out.

A woman called about mold problems in her home (not a rental). I got her email address and sent her links to online resources on the DHS website.

Asbestos: None

Food/Water Illness: None

Abandoned Bldgs: None

Other: Presented Temporary Food Stand Food Safety presentation in Wautoma.

Agent:

- Pre-inspections: 1
- Follow up Pre-inspections: 0
- Routine inspections: 26
- Re-inspections: 0
- Complaints:

Behavioral Health Unit—March 2022

Outpatient Mental Health (MH) & Substance Abuse (SUD) Programs- *The majority of Behavioral Health clients are served via our outpatient clinic. The outpatient clinic serves clients' mental health and substance use disorder (SUD) needs.*

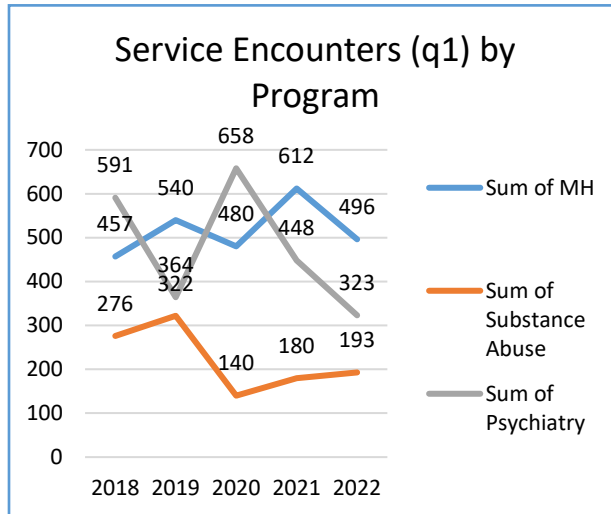


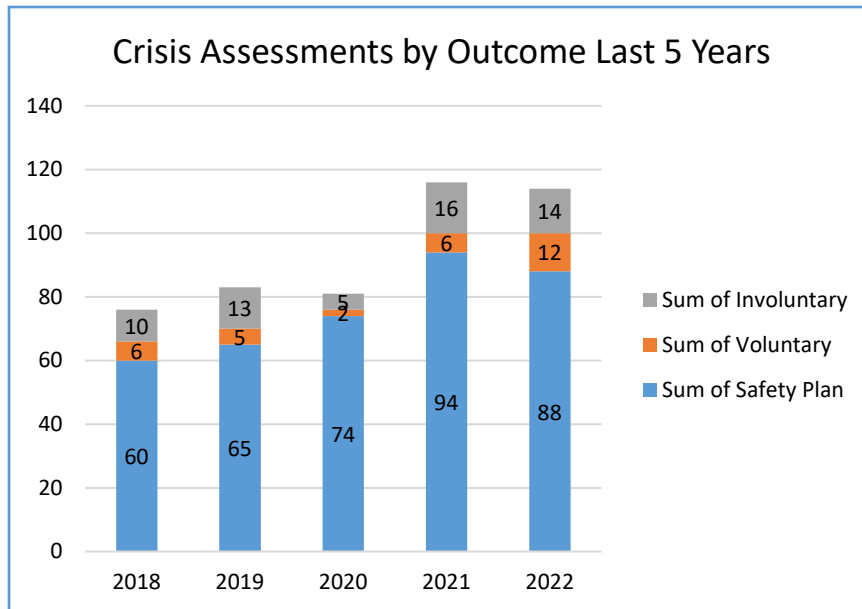
Figure 1: Psychiatric services data have varied. This is because of changes both the schedule of the staff psychiatrist and the frequency of pre-prescriber nurse visits and fluctuations with COVID-19 impact in-person services. Mental health services are lower than average this month due to a full-time clinician being absent on a temporary medical leave.

March Note:

1. Clinicians continue to have full caseloads, however we are optimistic that the addition of a new therapist position will assist with this and expand our capacity in the outpatient clinic. Our newest therapist is now accepting referrals and beginning to build a caseload.
2. Regarding substance use services, clinicians continue to work to resume group treatment options although these are not yet operating at full capacity.
3. One full-time therapist has been out on medical leave for the entire month of February and will remain out until the end of April. Although all clients have been offered appointments with other providers, this does impact the overall number of available appointments.
4. A revised version of DHS 75 has been released. DHS 75 is the administrative code that governs SUD programming. The new version will cover "integrated behavioral health services" (encompassing both our MH and SUD programs under one certification) and goes into effect 10/2022. More information will be shared as it is available.

Wrap-Around Services- *Behavioral Health Unit provides three tiers of wrap-around services, allowing us to match individuals with a program that meets the level of need based on their unique situation.*

1. **Targeted Case Management (TCM)**— *Less intensive case management for clients. **This program expanded to include adult clients in summer 2018. It presently serves 15 individuals.***
2. **Comprehensive Community Services (CCS)**—*Recovery-focused support for clients who may benefit from an intensive level of services for a shorter period of time. **This program serves individuals across the lifespan and presently serves 45 individuals.***
3. **Community Support Program (CSP)**- *Intensive community-based support for individuals with chronic mental illness. This support is intended to be long-term and supports clients to maintain psychiatric stability in the community and to reduce hospitalizations. **This program presently serves 19 adults.***



Crisis Services- Crisis services are available 24/7 including weekends/ holidays for psychiatric and substance use disorder emergencies

In March 2022, we continued to see increase in crisis responses consistent with last year. Currently, emergency detentions represent 12.3% of new crisis assessments. At this point in prior years, emergency detentions accounted for closer to 10% of the contacts. Year-to-date calls represent a 17.7% increase from this same time last year. The data represent

new crisis calls each month. The crisis team provides additional follow up services to clients after their initial contact. This differs case-by-case basis, however crisis follow up can last anywhere from 30 days to 6 months. **988 Implementation: Calls to the 988 line will go to Family Services of NEW who presently manage the WI Lifeline. The 988 line will then work with counties to understand how to interface with the available emergency response services in each county when mobile response is needed. 988 will have options for text/chat-for-support capabilities. Additional information will continue to be made available during the implementation process.**

Substance Use Services Case Management- The substance use-specific case manager works within a variety of the programs provided above. This position may provide crisis case management, outpatient services, Targeted Case Management (TCM) or Comprehensive Community Services (CCS) as determined based on the needs of the client. This individual will also assist with requests for residential treatment funding from outside providers. **This position was newly created, starting in January 2022 and has served 13 clients so far for case management, 2 outreach/early intervention clients, and an additional 12 clients for outpatient services. As the position continues to develop, we anticipate that this position will serve a full caseload within the next 2-3 months.**

Additionally, during January 2022, Wisconsin DHS announced funding available through the McKinsey Settlement for the purpose of supporting room and board costs for residential treatment centers. The Behavioral Health unit was awarded \$40,000 to support room and board costs for Medicaid recipients with opioid use disorders requiring residential stays during the remainder of 2022.

Children's Long Term Support Waiver (CLTS)—Medicaid waiver program provides funding for families of children with long-term disabilities (developmental, physical, and/or severe emotional disturbance) to access services such as respite care and service coordination which are otherwise not covered by Medicaid insurance. In 2018, Wisconsin announced the dissolution of the local waitlist and then subsequently the transition to a state-wide waiting list model. This month, the state announced the dissolution of the state-wide waiting list as well. Starting at this time, youth who are screened eligible for CLTS services will automatically be placed into "enrollable" status with the expectation that the waiver agency will then open them within the allotted 30 days. In late 2021, we hired our first full-time CLTS case manager to attempt to meet the increasing need. Our current program census is at 46 youth. **The CLTS program recently had a successful site review and was ranked more favorably than the state average on nearly every benchmark measured (Congratulations to our CLTS team! Thank you to our dedicated workers and to the County Board for your continued support of the CLTS program!)**

RESOLUTION NUMBER -2022

RELATING TO ELIMINATING THE HHS BILLING SPECIALIST/ADMINISTRATIVE COORDINATOR POSITION AND CREATING A BILLING SPECIALIST POSITION AND DESIGNATING ONE DATA ENTRY/RECEPTION POSITION WITHIN THE HHS ADMINISTRATIVE DEPARTMENT AS THE LEAD.

The County Board of Supervisors of Green Lake County, Green Lake, Wisconsin, duly assembled at its regular meeting on this 17th day of May 2022, does resolve as follows:

- 1 **WHEREAS**, in September 2020 the Department of Health & Human Services began the
- 2 process of restructuring the Administrative Unit and,
- 3 Fiscal note is attached.
- 4 Majority vote is needed to pass.

Approved by Personnel

Disapproved by Personnel

Approved by Finance

Disapproved by Finance

Roll Call on Ordinance No. -2022

Submitted by Health and Human Services Board:

Ayes , Nays , Absent , Abstain

Passed and Enacted/Rejected this 17th day of May, 2022.

Joe Gonyo, Chair

Harley Reabe, Vice-chair

County Board Chairman

Brian Floeter

ATTEST: County Clerk
Approve as to Form:

Joanne Guden

Corporation Counsel

Nancy Hoffman

Joy Waterbury

Christine Schapfel

Charlie Wielgosh

Richard Trochinski

5 **WHEREAS**, as part of this restructure the Billing Specialist Position Job Description was
6 updated to include Administrative Coordinator duties;

7 **WHEREAS**, during the last year the Department has observed that the Billing Specialist
8 portion of the job requires a full-time position solely dedicated to billing;

9 **WHEREAS**, HHS has restructured several other Units, and with this proposed
10 resolution the Administrative Unit will be structured similarly;

11 **WHEREAS**, the HHS Director met with and gathered input from the Administrative Unit
12 staff and the County Administrator.

13 **WHEREAS**, the HHS Director has met with the County Administrator to discuss the
14 attached job descriptions for the Billing Specialist and Data Entry/Reception-Lead
15 positions, which has been approved by the County Administrator.

16 **NOW, THEREFORE, BE IT RESOLVED**, that the Green Lake County Board of
17 Supervisors does hereby approve modification to the HHS Administrative Unit team
18 model by:

19 a) - eliminating one (1) Billing Specialist/Administrative Coordinator position; and;

20 b) - creating one (1) Billing Specialist position; and;

21 c) Designating one (1) current Data Entry/Reception position as a Lead Worker.

22 **BE IT FURTHER RESOLVED** that the new Billing Specialist and Data Entry/Reception
23 position be created effective on the date this resolution is passed.

24 **BE IT FURTHER RESOLVED** that the Billing Specialist position be placed in pay group
25 13 on the County Wage Plan.

26 **BE IT FURTHER RESOLVED** that the Data Entry/Reception Lead position be placed in
27 pay group 15 of the County wage plan.

28 **BE IT FURTHER RESOLVED** that the individual currently holding the Billing
29 Specialist/Administrative Coordinator position shall fill the Billing Specialist position as
30 that person has been satisfactorily performing the duties of the new position.

31 **BE IT FURTHER RESOLVED** that the newly created Lead staff designation will be
32 internally advertised and filled by one of the current Data Entry/Reception employees.

Administration and Aging Units
 Committee: Human Service Board

Current For 2022								
Pay Group	Position Title	Wage	Annual Wage	Retirement	Social Security	Health Insurance	Total Fringe	Wage & Fringe
10	Billing Specialist/Admin Coordinator	\$ 28.14	\$ 58,531.20	\$ 3,950.86	\$ 4,477.64	\$ 26,613.00	\$ 35,041.49	\$ 93,572.69
16	Reception/Data Entry Specialist	\$ 17.93	\$ 37,294.40	\$ 2,517.37	\$ 2,853.02	\$ 26,613.00	\$ 31,983.39	\$ 69,277.79
		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Total		\$ 95,825.60	\$ 6,468.23	\$ 7,330.66	\$ 53,226.00	\$ 67,024.89	\$ 162,850.49

Proposed for 2022								
Pay Group	Position Title	Wage	Annual Wage	Retirement	Social Security	Health Insurance	Total Fringe	Wage & Fringe
13	Billing Specialist	\$ 24.35	\$ 50,637.60	\$ 3,418.04	\$ 3,873.78	\$ 26,613.00	\$ 33,904.81	\$ 84,542.41
16	Reception/Data Entry Specialist	\$ 17.93	\$ 37,294.40	\$ 2,517.37	\$ 2,853.02	\$ 26,613.00	\$ 33,076.79	\$ 42,664.79
15	Lead Position	Up To \$3.77	\$ 7,841.60	\$ 529.31	\$ 599.89	\$ 26,613.00	\$ 27,742.19	\$ 35,583.79
		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Total		\$ 95,773.60	\$ 6,464.72	\$ 7,326.68	\$ 53,226.00	\$ 67,017.40	\$ 162,791.00

Total Cost Savings \$ 59.49

* All Wages are based on 7/1/2021 Wage Plan

GREEN LAKE COUNTY JOB DESCRIPTION

TITLE: BILLING SPECIALIST

DEPARTMENT: HEALTH & HUMAN SERVICES/ADMINISTRATIVE UNIT

LOCATION: GOVERNMENT CENTER

SUPERVISOR: FINANCIAL/BUSINESS MANAGER

CLASSIFICATION: EXEMPT

PAY GROUP: 13

SUMMARY:

The Billing Specialist goal is to focus on maximizing clinic revenue through timely, accurate client and insurance billing, claims, and collections while supervising the daily administrative functions of the Unit and staff. Additional goals include: 1) customer service skills in helping clients understand their financial responsibilities and expediting collection of their payments and balances, and 2) supporting office administrative staff and other Units.

DUTIES AND RESPONSIBILITIES:

- Submits insurance claims electronically and on paper accurately
- Verifies and authorizes client insurances
- Enters and verifies client information, EOPs and other billing data with accuracy to prevent reimbursement delays
- Provides Customer Service to from clients and insurers about coverage, charges and payments
- Posts all payments accurately by line
- Corrects client account errors and re-bills older claims
- Assists in determining which client accounts are sent to collections and which balances are written off in a timely manner.
- Provides guidance to outside collection agencies
- Reviews daily insurance EOBs, checks, and other correspondence for action plans
- Conducts billing analysis to ensure high collection and low error rates
- Assists administrative staff in making client appointments, checking in clients, taking payments and dealing with cancellations and no-shows

SKILLS AND ABILITIES:

- Skill in the use of general office equipment, including but not limited to, Computer terminal, calculator, copy machine, and fax machine
- Solid understanding of insurance principles, terminology and regulations that affect healthcare billing and coding
- Adherence to HIPAA regulations, medical law, and ethics
- Knowledge of ICD-10 coding
- Understanding of Medicare, Medicaid, and other government insurance programs
- Comprehensive skills in client and insurance billing, invoicing, and insurance claim processing
- Solid verbal and written communication skills with ability to communicate professionally with clients and others
- Critical thinking skills and ability to research and resolve financial problems
- Detail oriented and ability to prioritize work
- Performs job duties with actions that display critical thinking, responsibility, maturity, diplomacy and attention to detail.
- Shows respect to others opinions and considers other options.

QUALIFICATIONS:

EDUCATION: Billing/data entry experience desirable. Prefer minimum of an Associate's Degree in accounting or related field.

EXPERIENCE / JOB KNOWLEDGE: Two or more years of accounting experience. Must present a positive and professional image to the public/co-workers and have excellent customer relation skills. Must have basic everyday living skills, basic computer skills and knowledge of computer software, the ability to follow complex oral and written directions, good knowledge of office terminology, procedures and equipment of business, arithmetic and English, ability to type at a reasonable rate of speed, and have specific knowledge of clerical and accounting practices. Supervisory experience is preferred.

WORKING CONDITIONS:

PHYSICAL DEMANDS: Over 75% of the time is spent hearing, using near vision, sitting and using low fingering (writing). Approximately 10% of time is spent walking, standing, feeling, talking, using far vision, low lifting, low handling, and keyboarding. In unusual situations it is necessary to stoop, kneel, crouch, balance, bend or twist, reaching, medium lifting, and medium carrying.

Management's assignment of essential functions is not designed to limit the manner in which duties may be accomplished. Management shall comply with all applicable workplace laws and shall communicate with any employee with a disability to determine

the availability of a reasonable accommodation(s) to allow the employee to perform the essential functions of the job.

ENVIRONMENTAL DEMANDS: Nearly 100% of the work done by this position is inside.

This is a public service position, and employee is required to be courteous, cooperative and respectful at all times with the public and clients; also establishes and maintains a courteous and cooperative and respectful working relationship with other employees, supervisors and public officials.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and needed skills. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The county retains and reserves any and all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its' judgment, to be proper.

September 25, 2020

GREEN LAKE COUNTY JOB DESCRIPTION

TITLE: RECEPTIONIST/DATA ENTRY SPECIALIST LEAD (ADDITIONAL DUTIES)

DEPARTMENT: HEALTH & HUMAN SERVICES/ADMINISTRATIVE UNIT

LOCATION: GOVERNMENT CENTER

SUPERVISOR: FINANCIAL/BUSINESS MANAGER

CLASSIFICATION: NON-EXEMPT

PAY GROUP: 15

SUMMARY:

Performs receptionist duties for the Health & Human Services Department, intake registration, keyboarding, data entry, clerical tasks such as maintaining records; and other work as required.

DUTIES AND RESPONSIBILITIES:

- Assist in recruiting, interviewing, selection and training reception staff while fostering growth.
- Ensure a current, innovative and collaborative practice environment for staff.
- Plan, organize and assist with everyday staff functions in the administrative unit.
- Ensure coverage for reception and other critical clerical functions.
- Scheduling, creating agenda's and running staff meetings. Attending Meetings with other staff and Department heads. Assist in grant writing and reporting
- Recording Minutes for Advisory Committee Meetings as needed

SKILLS AND ABILITIES:

- Skill in the use of general office equipment, including but not limited to, Telephone, Computer terminal, calculator, copy machine, and fax machine
- Detail oriented and ability to prioritize work
- Performs job duties with actions that display critical thinking, responsibility, maturity, diplomacy and attention to detail.
- Shows respect to others opinions and considers other options.
- Ability to provide effective leadership and direct the work of others.

QUALIFICATIONS:

EDUCATION: A high school diploma is required for this position.

EXPERIENCE / JOB KNOWLEDGE: One to two years' experience as a receptionist. Ability to input data at 50 wpm. It is important to present a professional demeanor and have excellent telephone/customer relations' skills. Knowledge of human service programs and office procedures preferred. Must have basic everyday living skills, basic computer skills and knowledge of Microsoft Office Suite software, the ability to

follow complex oral and written directions, good knowledge of office terminology, procedures and equipment of business, arithmetic and English, ability to type at a reasonable rate of speed, and have specific knowledge of clerical and accounting practices.

WORKING CONDITIONS:

PHYSICAL DEMANDS: Over 75% of the time is spent talking, hearing (listening), using near vision, and keyboarding. About 10% of the time is spent standing, walking, sitting, stooping, kneeling, bending/twisting, reaching, and the use of far vision. In unusual situations there may be low lifting (up to 10 pounds), low to medium carrying (up to 40 pounds), low handling and low pushing and pulling.

Management's assignment of essential functions is not designed to limit the manner in which duties may be accomplished. Management shall comply with all applicable workplace laws and shall communicate with any employee with a disability to determine the availability of a reasonable accommodation(s) to allow the employee to perform the essential functions of the job.

ENVIRONMENTAL DEMANDS: Nearly 100% of the work is done inside the Human Services Center building. In unusual situations there may be a threat of physical attack or injury from clients.

This is a public service position, and employee is required to be courteous, cooperative and respectful at all times with the public and clients; also establishes and maintains a courteous and cooperative and respectful working relationship with other employees, supervisors and public officials.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and needed skills. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The county retains and reserves any and all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its' judgment, to be proper.