

<b>Job Class Code: 6010</b>	<b>FLSA Status: Non-Exempt</b>
<b>Pay Basis: Salary (annual)</b>	<b>EEO Category: 2</b>

**GENERAL DESCRIPTION**

The purpose of this job classification is to implement and administer the Children Services Act (CSA) utilization management component of the program and to ensure the provision of quality services for children/families. This job class is responsible for utilization management, compliance with policy and procedures, and reporting. This job classification works within a general outline of work to be performed; develops work methods and sequences under general supervision.

<b>TYPICAL TASKS</b>	
<ul style="list-style-type: none"> <li>• Performs provider site visits to ensure compliance with contract guidelines, evaluates service provision and make recommendations related to ongoing contracting for services.</li> <li>• Performs utilization review of cases receiving the most intensive/restrictive services as assigned.</li> <li>• Communicates concerns with compliance and provides recommendations to vendors in accordance with state and local laws as well as CSA policy and procedures.</li> <li>• Acts as a support to the FAPT Coordinator by serving as a back-up as assigned and when and takes FAPT minutes weekly to ensure familiarity with cases.</li> <li>• Gathers and maintains information to support periodic and special reports; documents activities and events for area of responsibility and provides report to CSA Coordinator.</li> <li>• Performs administrative tasks such as researching files/records, charting, typing reports, telephoning, faxing, and photocopying.</li> <li>• Attends staff, team, and other professional meetings to exchange information.</li> <li>• Identifies training needs and works with FAPT Coordinator to facilitate training for FAPT members and stakeholders.</li> <li>• Performs other related duties as assigned.</li> </ul>	

<b>GENERAL STANDARDS</b>	
<b>Data Involvement</b>	Gathers, organizes, analyzes, examines, and/or evaluates data or information and may prescribe action based on such data or information.
<b>Interpersonal/People Involvement</b>	Educates others regarding compliance with local and state guidelines and course of action to correct errors. May enforce laws, rules, regulations, or ordinances.
<b>Reasoning Requirements</b>	Performs coordinating work involving guidelines and rules but solves problems constantly.
<b>Mathematical Requirements</b>	Uses basic algebra involving variables and formulas, and/or computes interest rates, ratios, and percentages.
<b>Language Requirements</b>	Reads manuals and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports and other written materials using proper language, punctuation, grammar, and style.
<b>Mental Requirements</b>	Performs specialized technical or entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices and uses a wide range of administrative methods in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.
<b>Decisions/Supervisory Control</b>	Making decisions almost constantly, affecting coworkers, clients, and others in the general public.

<b>KNOWLEDGE, SKILLS, AND ABILITIES</b>	
<b>Knowledge</b>	Knowledge of human services programs and policies to include federal, State, and local regulations. Knowledge of case management techniques. Knowledge of principles and processes for providing customer service.
<b>Skills</b>	Must be skilled in applying critical thinking and use of sound judgement in decision making and establishing priorities. Must possess proficient computer skills with Microsoft Office software to complete administrative tasks. Must possess interpersonal skills to establish and maintain positive professional relationships with employees, all levels of management, stakeholders, and vendors.
<b>Abilities</b>	Must be able to communicate effectively both verbally and in writing. Must be able to develop and present complex information in a clear and concise manner. Must be able to review, collect, and maintain data with attention to detail. Must possess the ability to organize, prioritize, and complete work within given deadlines. Must also have the ability to understand information presented verbally and in writing.

<b>EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS</b>	
<b>Vocational/Educational Requirement</b>	Requires any combination of education and experience equivalent to a bachelor's degree in social/behavioral science or closely related field.
<b>Experience</b>	In addition to satisfying the vocational/education standards, this class requires a minimum of one year full-time related experience with social services. Auditing experience preferred.
<b>Special Certifications and Licenses</b>	Requires a valid driver's license and driving record in compliance with the City of Chesapeake's driving standards.
<b>Special Requirement(s)</b>	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

<b>AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS</b>	
The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.	

*This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.*