

Lutheran Services Carolinas Job Description

Job Title: Foster Care Administrative Support Specialist

Supervisor (title): Quality Management Director

Department: Quality Management

Approved by: Syhesia Sharpe 

Date: October 17, 2018

Position Purpose/Summary *(A brief descriptive statement that summarizes the overall purpose and objectives of the position, the results the worker is expected to accomplish and the degree of freedom to act.):*

The Foster Care Administrative Support Specialist is responsible for providing administrative, clerical, and technical services to the Foster Care teams. This position will utilize the agency Electronic Medical Records (EMR) system for data entry, reporting, and assisting program managers and the Quality Management Department with monitoring the compliance of program records as required by state, regulatory and LSC regulations. This position will coordinate and facilitate the foster parent relicensing process for foster care programs. The Foster Care Administrative Support Specialist will also be responsible for keying and tracking referrals in the EMR system.

This position is responsible for maintaining ongoing interaction/communication with staff/teams/managers, DSS, DHHS and other agencies as required. A high level of confidentiality and efficiency while handling complex administrative projects often under rigorous deadlines is required.

Essential Functions *(List the tasks, duties, and responsibilities of the position that are most important to get the job done. The responsibilities should be listed in the order of importance, with the highest priority functions first. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Provide administrative, clerical, and technical services to the NC Foster Care teams.
2. Develop and implement a system working directly with the foster parents to manage the relicensing process. Responsibilities will include, but are not limited to: tracking relicensing dates, ensuring foster parents receive relicensing packets timely, coordinating other tasks involved with assigned case managers, reviewing packets for accuracy, submitting via Doc Vault state licensing system.
3. Enter required information for referrals in agency EMR system. Complete the tracking function of referrals in the EMR system, from start to finish.

4. Respond to referrals within required timeframes in the CCW database, as a contract requirement with MCO's.
5. Perform planned and random quality control audits to ensure documentation compliance, as well as, accuracy, completeness, and proper usage of systems.
6. Maintain ongoing interaction/communication with staff/teams/managers, DSS, DHHS and other agencies as required.
7. Comply with reporting requirements, as determined, by management staff.
8. Other duties as requested by supervisor including but not limited to program needs, Kaleidacare, and intake needs.

Supervisory Responsibilities, if any *(The scope of the person's authority, including the positions that report to the incumbent.):*

N/A

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: High school diploma and 5 years office experience or BS in Business Administration or Records Management and one year relevant work experience.

Experience: See Above

Specific skills/abilities: Working knowledge of computer applications; Proficiency with normal office equipment such as fax and copier machines; Ability to multi-task; Organizational skills; Able to work in a fast-paced environment; Good communication skills; Must be able to ensure the security of consumer and service provider records.

Specialized knowledge, licenses, etc: General knowledge of LSC child and family programs is desirable. Knowledge and training in electronic records databases is preferred.

Preferences (Optional): *(Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual).*

Administrator certification (or equivalent) in each EMR system the agency utilizes.

Working Conditions/Physical Requirements: *(Please list work conditions for physical or other important issues which relate to the job; the conditions listed should be representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).*

1. Sitting at desk in front of computer for extended periods of time.
2. Ability to bend, stoop (to floor), reach overhead.
3. Ambulatory throughout all locations.
4. Minimum lift and carry requirement in a task of 25 pounds.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.