



# EMPLOYMENT OPPORTUNITY

**Center for Families and Children**  
 Human Resources Department  
 4500 Euclid Avenue  
 Cleveland, Ohio 44103  
 (216) 432-7257 (Fax)  
 careers@c4fc.org

<u>Position:</u>	<u>Posting Date</u>	<u>Closing Date for Applications:</u>
Clerical Technician – Entitlement Specialist (1 West, 1 East)	May 16, 2006	May 23, 2006 (Internal Candidates)

**JOB SUMMARY:**

Under the direct supervision of the appropriate supervisor/manager, provides non-primary CPST services and facilitates comprehensive linkage and follow-up between CFC CPST consumers and the Cuyahoga County Department of Human Services, Social Security and other organizations which provide benefits to CFC consumers. The responsibilities and duties of the is position include, but are not limited to, the provision on non-primary CPST services, researching client’s current Medicaid status, working with the consumer to obtain and/or maintain their benefits and entitlements, coordinating the Medicaid application process, and collaborating with a primary worker in the provision of direct services. The individual fulfilling this position will ensure compliance with CFC’s Quality Improvement Standards and the certification requirements of the Cuyahoga county Community Mental Health Board and the Ohio Department of Mental Health.

**JOB DUTIES & RESPONSIBILITIES:**

Provision of non-primary CPST services (accessing community resources, primarily the Cuyahoga County Department of Human Services), and meeting clients at these appointments as necessary to help them link with benefits. Adheres to the ethical, confidentiality, and professional standards of federal and state law, the policies of CFC, and the policies of appropriate licensing and credentialing boards.

Coordinates agency’s overall efforts regarding Medicaid entitlements for CFC consumers. Coordinates and assists in compliance with all paperwork related to entitlements including applications, referrals, etc. as appropriate.

Records progress notes, billing, and related information concisely, professionally, and promptly on written forms and/or computer application. Ensures paperwork is completed timely and accurately. Creates, updates and maintains databases for Medicaid applicants.

Schedules and/or attends meetings with the caseworker from the Department of Human Services (or facilitates meeting within the agency) to complete the application process. Coordinates with primary CPST for the client to attend meetings as needed. Takes the lead role and works in collaboration with the client’s primary CPST professional to ensure that the client has the necessary proof of identification or other required documents for the application process.

Ensures the client’s continuity of his/her benefits by becoming the client’s authorized representative with his/her Medicaid card and is recognized as an eligible recipient. As the authorized representative, attends re-determination appointment’s and ensures that the client has received his/her Medicaid card and is recognized as an eligible recipient.

Acts as the agency’s liaison with the Department of Human Services or other service providers that will assist clients with obtaining the entitlements. Develops professional relationships with other service providers, especially with other agencies that are providing services and/or entitlements to persons who are mentally ill. Demonstrates a sensitivity and responsiveness to clients’ ethnic, cultural, and development background.

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Prepares weekly reports outlining entitlement activities. Keeps up-to-date records on all clients receiving Medicaid including date(s) of initial application, re-certification dates, and any barriers encountered during previous applications.

Provides assistance and consultation to direct service staff w/Medicaid issues and/or other related issues.

Develops financial goals with the consumer, which pertains to their work to obtain benefits.

Attends continuing education trainings as directed by their supervisor.

Other Duties as assigned.

## **JOB QUALIFICATIONS:**

Minimum HS diploma or equivalent and related experience in working with entitlements.

Must have excellent oral and written communication skills, the ability to make sound decisions under stressful conditions, and an ability to organize and prioritize tasks. Must be able to work cooperatively with persons across disciplines, both within and outside the agency. Must have sensitivity in relating to persons of varying backgrounds and to those who have experienced psychiatric problems.

Demonstrated leadership abilities, ability to work with staff, and proficiency in time management. Demonstrated ability to work without immediate supervision & ability to communicate effectively with agency management when appropriate. Ability to perform job responsibilities with a high degree of initiative and independent judgment. Ability to maintain appropriate and required confidentiality ensuring the integrity of sensitive information (written and/or verbal).

Ability to work on a variety of projects concurrently. Ability to handle a diversified workload.

Supports the organization's overall mission and values including initiative, teamwork, and flexibility. Supports agency's philosophy, values and goals, and is conscientious about all organizational values. Is ethical in all interactions with the organization's staff and external parties.

Possess a valid Ohio driver's license.

## ***Application Procedures:***

For consideration of this employment opportunity, please submit your application materials to the address, fax, or email address noted above. Internal candidates must apply by forwarding an Internal Applicant Bid Form and résumé to the Human Resources Department. (An employment application can be accepted in place of a resume.) External candidates must submit two copies of their résumé and cover letter if applying by postal mail.

**The Center for Families and Children  
Behavioral Health Recruiter  
Attention: Clerical Tech. – Entitlement Specialist  
4500 Euclid Avenue  
Cleveland, Ohio 44103  
HR Fax #: (216) 432-7257  
HR Email: [careers@c4fc.org](mailto:careers@c4fc.org)**