



Career Service Authority
Medical Services Representative

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GENERAL STATEMENT OF CLASS DUTIES

Performs basic assessment, care plan development, and referral to medical and social services and programs utilizing established protocols.

DISTINGUISHING CHARACTERISTICS

This classification is located at Denver Health Medical Center and is being maintained for promotional purposes.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Initiates contact with clients to explain program benefits, encourage participation, provide education on preventative health measures and resolve medical and social service issues.

Interviews clinic or hospital patients and families to determine health maintenance needs.

Performs intake and orientation, and counsels new clients.

Assesses client/family needs and provides referral, appointment scheduling and follow-up, and transportation assistance to program clients, and may also assist clients in choosing a regular physician, a medical service program, dental care, and/or vision care.

Performs medical and social assessments through home visitation, and provide health related education and/or counsel client/family on immediate safety, medical or social conditions.

As required by the patient's case management, reviews forms and applications for accuracy and completeness, inputs information into computer database, and maintains project and client files.

Trains in higher level counseling techniques to assess client motivations and to develop treatment plans.

Some positions may perform transportation duties which include patient search involving investigation for patient location, serving and enforcing quarantines, and/or escorting the patient for care.

Some positions administer oral medications to patients at home.

Maintains established departmental policies and procedures, quality improvement, safety environmental and infection control standards.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Conscientiousness - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Communicates or explains ideas and/or information clearly. Thoughts are well organized and recognizes potential miscommunications.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Reading - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility - Adapts quickly to changes.

Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory - Recalls information that has been presented previously.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

Self Management - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Balancing: Maintaining body equilibrium to prevent falling over.

Fingering: picking, pinching or otherwise working with fingers.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Hearing: Perceiving the nature of sounds by the ear.

Reaching: Extending the hand (s) and arm (s) in any direction.

Sitting: Remaining in the normal seated position.

Talking: Expressing or exchanging ideas of means of spoken words.

Lifting: Raising or lowering an object up to 10 pounds.

Working Environment:

Contact with patients under wide variety of circumstances.

May be exposed to infections and contagious disease.

May make home visits.

Occasionally subjected to irregular hours.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

Three years public experience in a medical and/or human services environment providing and explaining policies and conducting client assessment.

Education/Experience Equivalency:

Additional appropriate education may be substituted for up to two years of the minimum experience requirement.

Licensure and/or Certification:

None

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 9/16/1995

ESTABLISHED BY: Janell Flaig

REVISED DATE: 12/13/09

REVISED BY: Tony Gautier

CLASS HISTORY 12/2009-Spec placed into current format; competency and distinguishing characteristic statements added.