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**JOB DESCRIPTION**

POSITION TITLE: Utilization Management Administrative Assistant

FLSA Designation: Non-Exempt

EEO Category: Office and Clerical

SOC: 43-6014

Last Reviewed/Updated: 07/01/2022

**Job Summary:** This Utilization Management Administrative Assistant opportunity provides high-level administrative support and assistance by completing data analysis and research, preparing statistical reports, handling information requests, creatively solving problems and creating solutions for others, communicating with child and family service providers, and performing administrative support functions. The position will report directly to the Director of Utilization Management.

*The position may involve acquiring, accessing, using and safeguarding Protected Health Information according to applicable law and agency Policies and Procedures for Protected Health Information.*

**Mission:** To enhance the community’s ability to protect and nurture children by building, maintaining and constantly improving a network of family support services.

**Vision:** To be a recognized leader in protecting children and strengthening families through innovative evidenced-based practices and highly effective, engaged employees and community partners.

**Core Principles:** To provide a safe environment for all children. To respect the inherent dignity of children and families.

**Competencies:** Ability to be proactive, decisive and employ crisis intervention principles appropriately. Ability to perceive and communicate with sensitivity and without judgement while respecting each person’s potential.

**Core Functions:**

* Maintains communication and positive working relationships with PSF Staff and service providers.
* Is empathic; is able to see things accurately from the emotional perspective of others, and cares about their well-being.
* Periodically covers front desk duties (typically 3-4 times per month but may vary), which includes answering incoming telephone calls and directing calls to the appropriate person/department; taking complete, clear messages as needed; and welcoming visitors to the office.

**Core Principle:** To make prevention of child abuse and neglect a community priority.

**Competency:** Ability to network with, educate and involve community stakeholders.

**Core Functions:**

* Develop and maintain extensive knowledge about Partnership for Strong Families’ service providers, programs, and services.
* Must understand, support and promote the organization’s mission, vision and values; and uphold the professionalism of the organization at all times.

**Core Principles:** To commit to accountability using outcomes to measure performance and improve practice. To recognize that more can be done with communities as partners.

**Competencies:** Commitment to ensuring accountability and a results-based orientation. Identifies and understands what resources are available and builds and maintains effective working relationships with a network of systems.

**Core Functions:**

* Assist with Utilization Management administrative tasks associated with P-KIDS, invoicing, payments, and other programs.
* Provide needed administrative support such as filing (e.g., in PSF’s document imaging system), composing and typing letters and emails, maintaining records, copying, answering telephones, opening and distributing mail, keeping meeting minutes, etc.
* Maintain knowledge of relevant funding streams to assist in accurately coding and processing provider invoices.
* Communicate on a regular basis with PSF’s child and family service providers in order to problem solve around data integrity, invoicing, and payment issues.
* Use a high level of customer service skills including timely, prompt responses when supporting PSF’s child and family service providers that often includes follow-up with other PSF departments to create a positive experience for providers interacting with PSF and to meet the needs of the provider.
* Assist in creating and maintaining utilization management reports, including creating charts and graphs from data in Microsoft Excel.
* Creates, maintains, and assists with tracking that may include data entry and managing spreadsheets and databases in Microsoft Excel.
* Encourage and assist in initial set-up and training of providers in the use of the P-KIDS automated electronic invoicing system.
* Request and maintain systems access (P-KIDS, etc.) for providers by ensuring provider security training documentation and requirements for IT are completed accurately and submitted timely.
* Maintain a current listing of all providers, including contact information.
* Provide needed administrative support that may include assisting in contract proposals (i.e., rate letter agreements), reviews of insurance coverage, data compilation, budget preparation, standard reports, developing written materials, etc.
* Provide administrative support that includes tracking tasks involving multi-step processes for approval or completion (e.g., Request for Qualifications, childcare requests, etc.).
* Work collaboratively with other departments within PSF (Contracts, Finance, etc.) to accomplish common goals.
* Coordinate various meetings for the Director of Utilization Management.

**Core Principle:** To respect the diversity of all children & families.

**Competency:** Ability to lead and model diversity. Respect for each person’s dignity, individuality, and right to self-determination.

**Core Functions:**

* Display understanding of, and sensitivity to, service population’s cultural and socioeconomic characteristics.

This list of essential functions is not intended to be exhaustive. Partnership for Strong Families reserves the right to revise this job description as needed to comply with actual job requirements.

**Minimum Qualifications**

REQUIRED:

1. Two years of related work experience.
2. Proficiency in Microsoft Office Products, including Microsoft Excel, and spreadsheet software.
3. Related experience may be substituted on a year for year basis for the required education.

PREFERRED:

* Associate degree from accredited college or university.
* Experience working in the child welfare system.

**Skills:**

1. Ability to work independently and set priorities.
2. Ability to work as part of a team, and with a willingness to offer support to co-workers.
3. Ability to maintain confidentiality of sensitive data.
4. Strong interpersonal skills.
5. Strong written and verbal communication skills.
6. Strong customer service skills.
7. Problem solving skills.
8. Ability to calmly and appropriately handle difficult situations.
9. Time management and prioritization skills.
10. Organizational and planning skills.
11. Ability to speak, read and write English.
12. Ability to work in a multi-task environment and manage follow-up.
13. Ability to act efficiently to get things done.
14. Attention to detail skills.
15. Ability to adapt to support meeting new or changing needs and goals of the team and agency.
16. Ability to extrapolate information from a variety of data and place in proper format.

**Physical Requirements**

Sitting 55%

Standing 15%

Mobility (moving between internal offices) 15%

Kneeling/Bending/Stooping 10%

Reaching, overhead 05%

Speaking  Yes   No

Hearing  Yes   No

Reading Comprehension  Yes   No

Ability to Lift and Carry Up to 35 pounds.

**Travel:**

Same Day Infrequent Occasional  Frequent

Overnight Infrequent Occasional  Frequent

Weekend and Nights Infrequent Occasional  Frequent

Infrequent (2 to 3 times year)

Occasional (2 to 3 times Month)

Frequent (2 to 3 times Week)

PFSF is an Equal Opportunity/Affirmative Action/ Drug Free Work Place and does not tolerate discrimination or violence in the workplace. Applicants requiring a reasonable accommodation as defined by the Americans with Disabilities Act, must notify the Human Resource Department at 1-352-244-1527. Notification to the Human Resource office must be made in advance to allow sufficient time to provide the accommodation.

**Drug Free Workplace:**

PSF maintains and enforces a Drug-Free Workplace program. New employees are required to be drug tested prior to employment. In appropriate circumstances, current employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the Employee Handbook and set forth in the Drug-Free Workplace Policy, both of which are available through the organization’s inter/intranet.

**Signature Block:** By signing below, I agree and understand that I must satisfactorily perform each responsibility set forth to continue my employment with PSF.

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**Employee Name (Print) Supervisor’s Name (Print)**

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**Employee Signature Supervisor’s Signature**

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**Date Date**