

STATE OF NORTH CAROLINA OFFICE OF STATE HUMAN RESOURCES POSITION DESCRIPTION FORM (PD-102R)		APPROVED CLASSIFICATION: <hr/> EFFECTIVE DATE: <hr/> ANALYST: <hr/> <i>(This Space for Personnel Department Use Only)</i>	
1.	Present Classification Title of Position: Accounting Specialist II	7.	Present Position # ASpec-II
			Proposed Position # AOff-II
2.	Usual Working Title of Position Chief Finance Officer/HR Officer	8.	Department, University, Commission, or Agency: Caswell County Government
3.	Requested Classification of Position: Administrative Officer II	9.	Institution & Division: Caswell County Health Department
4.	Name of Immediate Supervisor: Jennifer A. Eastwood, MPH	10.	Section & Unit: Administrative Unit
5.	Supervisor's Position, Title, & Position Number: Health Director	11.	Street Address, City and County: 189 County Park Rd Yanceyville Caswell County
6.	Name of Employee:	12.	Location of Workplace, Building, and Room # Main facility, Finance Office

I. Introduction

A. Primary Purpose of Organizational Unit:

1. The purpose of the Caswell County Health Department is to protect the health and welfare of citizens of Caswell County and to meet the county's health needs through direct services, research and evaluation, and community partnerships.
2. The Administrative Unit of the health department provides support in diverse areas of budget, reimbursement reporting and revenue management, personnel, contract management and compliance, policies and operational procedures.

B. Primary Purpose of Position:

1. The primary purpose of this position is to direct the fiscal functions of the agency in accordance with generally accepted accounting principles (GAAP) and cost reimbursement principles related to the healthcare industry and in keeping with the goals and objectives of the organization.
2. This position also serves as the Human Resource Officer for the Health Department, directing and coordinating human resource activities for the agency. These include, but are not limited to employment, compensation, labor relations, benefits, training, and employee services.
3. This position serves as the supervisor for the clerical staff in the health department's clinic.
4. Other duties include, but are not limited to:
 - a. This position serves as the administrator for various electronic programs and portals, including local and state.
 - b. This position is the HIPAA Privacy Officer
 - c. This position is an integral part of the Health Department's Leadership Team

C. Work Schedule

1. The work schedule for this position is flexible, however during most weeks the Administrative Officer II will work Monday through Friday from 08:00 AM – 5:00 PM.
 2. Some work after hours and on weekends may be required
 3. 24/7 availability in the event of a public health emergency
- D. Change in Responsibilities or Organizational Relationship:
1. Previously, this position assisted the Health Director in fiscal management. Since 2016, this position has become independently responsible planning, developing, organizing, implementing, directing, and evaluating the organization's fiscal function.
 2. This employee provides budget/finance and staffing updates to the local Board of Health during its regularly scheduled meetings.
 3. This position is an integral part of the organizations Leadership Team and is often looked to as an agency authority in the absence of the Health Director.
 4. While this position has always been responsible for contract maintenance and management, the employee now takes an active role in contract negotiations.
 5. In 2019, North Carolina will be facing Medicaid Reformation that will require the Finance Officer to stay abreast of new reimbursement models and billing practices.

II. Responsibilities

- A. Description of Responsibilities and Duties: Method Used:
1. Finance Officer – 65%
 - a. Plan, develop, organize, implement, direct and evaluate the organizations fiscal function in accordance with generally accepted accounting principles.
 - b. Coordinates and directs preparation of the annual capital and operational budgets, providing financial forecasts, and variance analysis and presents budgets to the Leadership Team and Board of Health.
 - c. Establishes and maintains the organization's system of accounts assures integrity of books and records for all transactions and provides for security of transaction records.
 - d. Enhance and/or develop, implement, and enforce policies and procedures of the organization by way of systems that will improve the overall operation and effectiveness of the agency.
 - e. Creates and ensures adherence of fee schedule, discount policies, billing and collections policies
 - f. Ensures timely and accurate reporting of financial/budget analysis and management reporting for federal and state funders, grant funders, County Administration, Health Director, Board of Health, Leadership Team and program Coordinators, and other division managers in managing their responsibilities.
 - g. Coordinate all financial audit and cost report activities
 - h. Ensure legal and regulatory compliance regarding all financial functions
 - i. Provides budget and contract analysis and monitors contract compliance required by funding sources.
 - j. Oversees cash flow planning and ensure availability of funds needed
 - k. Ensure continual improvement of the timeliness and accuracy of the agency's cash flow and management of the billing process (A/R)
 - l. Develop and advise on cost and reimbursement strategies
 - m. Continual improvement of the budgeting process through education of division managers on financial issues impacting their budgets.

- n. Provide strategic financial input and leadership on decision-making issues affecting the organization.
 - o. Optimize the handling of bank and deposit relationships and initiate appropriate strategies to enhance cash position.
 - p. Participate in the development of the organization's plans and programs
 - q. Participate in the negotiation of contracts
 - r. Serve as a resource for staff in the absence of the Health Director
 - s. Evaluate operations to identify cost containment and increased revenue opportunities and recommends operational changes to Leadership Team and manager/supervisors.
 - t. Assures CCHD maximizes revenue from payers and patient by maximizing billing rates and collections in accordance with state and federal guidelines and agency policy
 - u. Preparation of reports including but not limited to cost reports for Medicaid and Medicare, Meaningful Use, grant activities, Consolidated Agreement, and other required reports
 - v. Creation and maintenance of financial performance measures dashboards
2. Personnel Officer – 15%
- a. Responds to routine daily needs involving regular and systematic decisions.
 - b. Performs standard personnel functions of recruitment and interviewing, maintenance of position classification, and pay administration, and, as necessary, employee relations, orientation, and benefits.
 - c. Maintain employee records according to policy and legal requirements
 - d. Support the management of disciplinary and grievance issues
 - e. Provide staffing updates to the Health Director, Leadership Team, and local Board of Health
 - f. Work with County Human Resources Officer and NC Office of Human Resources to ensure compliance
 - g. Coordinate orientation of new employees
 - h. Analyzes wage and salary reports and data to determine competitive compensation plan, as appropriate based on pay grades and scales
 - i. Oversees the analysis, maintenance, and communication of records required by law or local governing bodies, or the departments in the organizations
 - j. Recruits, interviews, tests, and selects employees to fill vacant positions
 - k. Plans and conducts new employee orientation to foster positive attitude towards agency goals
 - l. Coordinates management training in interviewing, hiring, terminations, promotions, performance review, safety, and sexual harassment
 - m. Advises management in appropriate resolution of employee relations issues
 - n. Administers performance review to ensure effectiveness, compliance, and equity within the organization.
 - o. Prepares employee separation notices and related documentation
 - p. Prepares reports and recommends procedures to reduce absenteeism and turnover.
 - q. Contracts with outside suppliers to provide employee services, such as temporary employees, search firms, or relocation services when applicable.
 - r. Coordinates student workers/volunteers within the agency.

3. Personal Health Clerical Supervisor – 15%
 - a. Evaluate the clerical team and plan for continual improvement of the efficiency and effectiveness of the group as well as providing individuals with professional and personal growth opportunities.
 - b. See Section II-B for more duties
4. Other – 5%
 - a. Serves as HIPAA Compliance Officer
 - b. Serves as administrator for various software/state vendors, including, but not limited to:
 - (1) Patagonia Electronic Medical Record
 - (2) Barnestorm Electronic Medical Record
 - (3) NCID
 - (4) NCIR
 - (5) WIRM
 - (6) CMIS
 - (7) Ability
 - (8) NC Tracks
 - c. Serves on Leadership Team, Marketing Team, EPI Team, and Employee Events Committee

B. For Supervisory Positions:

1. List Each Title And Number of Staff Supervised
 - a. Office Assistant V – One (1)
 - b. Processing Assistant III – Two (2)
 - c. Processing Assistant IV – One (1)
 - d. Accounting Tech II – One (1)
2. Describe The Extent Of Involvement In Personnel Functions:
 - a. Orientation and on-going training of supervisors
 - (1) Evaluate new employee orientation agenda
 - (2) Provide guidance and ongoing training to new staff to ensure agency expectations are met
 - (3) Closely monitor training while in probationary period
 - (4) Ensure maintenance of current personnel files with current license, job descriptions, application, performance evaluation and record of continuing education/in-services
 - (5) Ensures employees obtain required continuing education
 - (6) Participates in supervisory skills education
 - (7) Consult with employees regarding professional growth
 - (8) Approve time/mileage forms, compensatory time, travel request, and leave request
 - b. Work planning and performance review
 - (1) Delegate responsibilities to appropriate staff
 - (2) Set work priorities and deadlines and assure evaluation of work performance
 - (3) Develop a staffing pattern that ensures efficiency
 - (4) Ensure compliance with job description
 - (5) Ensure that consistent and concise lines of authority and responsibility are interpreted and maintained among staff members
 - (6) Perform evaluations of staff
 - c. Counseling and disciplining employees

- (1) Maintain a favorable working relationship with staff by resolving discipline problems
 - (2) Administer written warnings after consulting Health Director
 - (3) Assures that personnel policies are followed
 - (4) Refer staff to Employee Assistance Program (EAP) when appropriate
 - d. Resolving grievances
 - (1) Hold conferences with staff to resolve problems
 - (2) Each employee has the right to present problems, grievances, or adverse action appeals in accordance with the established policy. This is done in a manner that is free from interference, coercion, restraints, discrimination, or reprisal.
 - (3) After considering all points of view, take appropriate action promptly and fairly on a grievance or adverse action
 - e. Selection of employees
 - (1) Interview candidates for employment in conjunction with an Interview Committee.
 - (2) Ensure the employee selection is in accordance with the Equal Opportunity Policy, job requirements, education qualifications, and experiences of the position.
 - f. Salary recommendations
 - (1) Establish salary grades in accordance with state and county guidelines
 - (2) Provide the Health Director with needed information/data to support salary recommendations
 - g. Designing positions and preparing descriptions
 - (1) Write new job descriptions
 - (2) Submit job descriptions to the Health Director, who then approves them before this position submits them to the Office of State Personnel if required.
 - h. Equal Employment Opportunity Programs
 - (1) It is the policy of Caswell County to foster, maintain, and promote equal employment opportunity
 - (2) Employees shall be selected on the basis of applicant's qualifications, without regard to creed, religion, political affiliation, or national origin, except where specific age, sex, or physical requirements constitute a bona fide occupation qualification that is necessary for job performance
 - (3) Applicants with physical handicaps shall be given equal consideration with other applicants for positions in which their physical condition is not a barrier to satisfactory performance of job requirements
 - (4) Notices with regard to equal employment matters are posted in conspicuous places where notices are customarily posted
 - i. Other Employee Programs
 - (1) May be called upon to participate in Disaster Health Services and Drills
 - (2) Participate in Emergency Management Programs and Exercises
 - (3) Participate in community relations activities such as health fairs and presentations to civic groups
 - (4) Serve on Health Department EPI Team
 - (5) Serve on County Commissioner appointed committees
- 3. Program planning and goal setting
 - a. Develop and ensure implementation and evaluation of current and long-term goals
 - b. Develop and implement written policies and procedures that reflect the agency's philosophy and objectives

- c. Plan work operations and determine staffing needs
 - d. Stay abreast of broad social, economic, technical and programmatic developments and prepare clerical employees for needed change
4. Involvement in directing day-to-day operations
- a. Organize and direct all clerical functions of the personal health division under the directions of the Health Director
 - b. Delegate responsibilities to appropriate staff
 - c. Set work priorities and deadlines, and assure evaluation of work performance
 - d. Develop a staffing pattern which ensures safe, therapeutic and optimal care of clients
 - e. Ensure coverage in the absences of staff
 - f. Ensure compliance with job descriptions
 - g. Ensure compliance with contracts
 - h. Ensure implementation of new or revised policies, procedures, and standards
 - i. Provide leadership and motivation to staff
 - j. Provide positive work environment for staff members
 - k. Ensure that consistent and concise lines of authority and responsibility are interpreted and maintained among staff members
 - l. Communicate appropriate information regarding operations and initiates consultation with the Health Director as need arises
 - m. Ensure compliance with federal, state, and local regulatory and accrediting agencies, policies and procedures
 - n. Monitors supervision and evaluation of staff job performance
 - o. Participate in continuing education and in-service training
- C. Other Position Characteristics:
1. Accuracy Required in Work:
 - a. Accuracy is required in order to assure exact reporting of expenditures and revenue
 - b. Accuracy is required when dealing with personnel matters to ensure competent staff as well as compliance with regulations
 2. Consequence of Error:
 - a. Errors could lead to non-compliance with Medicare, Medicaid, State/County rules which could result in audit expectations, underpayments, overpayments, or possible penalties
 - b. Significant loss of revenue could require reduction in staffing as well as materials needed to operate programs
 - c. Errors as a result of personnel actions could result into investigations and/or lawsuits to the agency
 3. Instructions Provided to Employee:
 - a. The work of this position is mostly performed independently
 - b. Instruction is provided by state rules and regulations and rules, payer rules and regulations for Medicaid, Medicare, and private insurance
 - c. Instruction is also provided by the Health Director and/or the Board of Health
 - d. In some instances, instructions may be provided by the Finance Officer for the County Government and/or the Board of County Commissioners
 - e. Administrative and Financial consultants are provided by the State of North Carolina
 - f. In the event of a public health emergency, the employee will receive "Just-In-Time" training once she arrives on the site.

4. Guides, Regulations, Policies and References Used by Employee:
 - a. Caswell County Government Personnel Policy and Employee Handbook
 - b. Caswell County Health Department Policies and Procedures
 - c. North Carolina General Statutes and Administrative codes related to Public Health
 - d. Conditions of Participation for Home Health
 - e. OSHA Regulations
 - f. HIPAA Regulations
 - g. Caswell County Emergency Response Plans
 - h. Medicare Regulations
 - i. Medicaid Regulations
 - j. Public Health Laws, Rules, and Ordinances
 - k. State revenue and expenditure reporting rules as provided by the Controller's Office
 - l. NC Office of State Human Resources manual, website, and staff
 - m. Eligibility Guidelines
 - n. Consolidated Agreement from North Carolina
 - o. State Department of Vital Records
5. Supervision Received by Employee:
 - a. This position reports directly to the Health Director
 - b. The work of this position is performed with considerable independence
 - c. Major changes in plans and work standards are discussed with the Health Director
 - d. Annual performance evaluation is performed by the Health Director
 - e. Any information public distributed (ex. Media articles/advertising, or program brochures) must be approved by the agency's Public Information Officer
6. Variety and Purpose of Personal Contacts:
 - a. Interacts regularly with agency staff to offer instruction and address problems or concerns
 - b. Interacts with the Health Director regularly regarding the status of operations, needs, or concerns
 - c. Interacts with County Finance Officer as needed to resolve financial issues
 - d. Interacts with County Human Resource Officer as needed to resolve personnel issues
 - e. Interacts with other members of County administration team, including the County Manager, as needed to resolve problems
 - f. Meet with staff that are having personnel conflicts, difficulty working or communicating with other staff members, clients or their families or those with a grievance. Try to find a solution which resolves the problems and enables them to work together effectively. Meet with Health Director regarding staff problems, if needed.
 - g. Daily interaction with clients when serving as backup for clerical positions, dealing with billing issues, and addressing client concerns or complaints
 - h. Interact as needed with sales representatives, other health care providers, and county officials
7. Physical Effort:
 - a. The essential functions of this job require the ability to

- (1) Use a computer and telephone on a daily basis
 - (2) Attend frequent meetings locally and occasionally in other parts of the state. This requires driving to these meetings and occasionally overnight stay is required.
 - b. This position includes long periods of sitting
 - c. This position requires occasional lifting and moving of supplies and equipment
 - d. This position requires repetitive motion of the wrists do to typing
 - e. This position may require the employee to enter public or private facilities that may not be handicap accessible
 - f. Employee should be able to easily move around the health department that includes one flight of stairs
 - g. Frequent use of computer could result in eye strain as well as shoulder/neck tension
8. Work Environment and Conditions:
- a. Most of the work this position performs is within the CCHD facility or other public or private building
 - (1) The CCHD facility is a two-story, climate-controlled building that is not completely handicap accessible with stairs (no elevator) to reach the other floor.
 - (2) While working community events, this employee may be working outside for extended period of time and may be exposed to the elements
 - (3) During a public health emergency, being exposed to the elements or various hazards may be necessary
 - b. This position does function in a health-care setting
 - (1) Exposure to contagious or communicable disease, blood, and body fluids is a possibility
 - (2) Belligerent and non-cooperative clients is a possibility
 - c. In addition, this position requires frequent contact with the public which may lead to exposure to tobacco smoke, perfumes, or other respiratory irritants.
9. Machines, Tool, Instruments, Equipment, and Materials Used:
- a. Computer
 - b. Office Equipment (coper, fax machine, scanner, calculator, etc)
 - c. Vehicle
 - d. Telephone
10. Visual Attention, Mental Concentration, and Manipulative Skills:
- a. This position requires strong mental concentration in an environment that is fast-paced, high stress, and produces frequent interruptions
 - b. Data entry and monitoring requires in-depth mental and visual concentration
 - c. Daily budget monitoring involves strong concentration and independent judgment
 - d. Mental concentration is needed to ensure compliance with personnel qualifications, job descriptions, and competencies
 - e. This position requires extensive use of fingers, hands, and wrists through typing and use of calculator
11. Safety for Others:
- a. Safe use of a motor vehicle
 - b. Employee should use standard precautions when necessary

- c. Employee should participate in annual respiratory training program and be fit tested for respirator masks.
 - d. Employee will ensure the confidentiality of patient and employee information
 - e. Employee will observe all OSHA and Infection Control Standards and will report unsafe practices to the Safety Officer
12. Dynamics of Work:
- a. Must be an effective team player, flexible, and have the ability to change at a moment's notice if public health emergencies occur
 - b. This position requires flexibility to adapt to constantly changing demands and to adjust to meet new or changed guidelines or regulations
 - c. In the event of a public health emergency the employee's role may change
13. First-Responder Duties
- a. Public Health is a first-responder agency for natural disasters (e.g. hurricanes, tornadoes, floods, winter storms), naturally occurring infectious disease outbreaks (e.g. influenza), technological hazards (hazardous materials releases, critical infrastructure disruptions), and terrorist incidents.
 - b. This position, like all other positions within the Caswell County Health Department may be required to participate in emergency response activities as deemed necessary by the Caswell county Health Director or her designee. Availability during emergencies and exercises is required.
 - c. This position must complete all required FEMA Courses as determined by the Health Director in conjunction with the Public Health Preparedness Coordinator

III. Knowledge, Skills, and Abilities

- A. Knowledge, Skills, & Abilities
- 1. A thorough knowledge of accounting principles
 - 2. Effective written and verbal communication skills
 - 3. To perform this job successfully, an individual should have a solid knowledge of word processing software, spreadsheet and presentation software
 - 4. Knowledge of HR functions
 - 5. Understanding of labor laws and disciplinary procedures
 - 6. Problem solving skills
 - 7. Business skills in planning, use of information systems, financial management, budgeting, reimbursement and managed care, healthcare economics, medical practice management, human resources management, and team building, program development, community education, and marketing/referral base development.
 - 8. Ability to present facts and recommendations effectively
 - 9. Ability to use various types of office equipment
 - 10. Ability to establish rapport and relate to clients from various segments of the socioeconomic spectrum
 - 11. Ability to follow written and verbal instructions
 - 12. Ability to prioritize work assignments and manage time effectively
 - 13. Ability to communicate with people from various professions, backgrounds, and cultures with tact and diplomacy
 - 14. Excels in effective coaching and counseling of employees, as well as definitive mentoring skills align with adaptive leadership principles
 - 15. Demonstrated track record of superior performance in finance leadership roles
 - 16. Ability to define problems, collect data, establish facts, and draw valid conclusions.

17. Ability to exercise independent judgment
 18. Ability to reason objectively.
 19. Ability to assess, project, and plan for agency needs
 20. Ability to interpret state/federal/local/agency regulations
 21. Ability to document concisely, accurately, and in timely manner
 22. Ability to handle a variety of duties which may be interrupted or changed by immediate circumstances.
 23. Ability to make appropriate decisions based on fact and knowledge is required.
 24. Ability to relate cooperatively and constructively with patients, co-workers, administration, physicians and providers, community agencies, referral sources, regulators, and other health team members.
 25. Ability to enlist cooperation from others
- B. Requirements
1. Required Minimum Training:
 - a. Graduation from a four-year college or university and three years experience in personnel, budgeting, research, or administrative management, preferably involving participation in the planning and management of a business or governmental program
 2. Additional Training/Experience:
 3. Equivalent Training and Experience:
 - a. An equivalent combination of education and experience

IV. License or Certification Required by Statute or Regulation:

- A. Employees who are required to drive in the performance of their job duties must show proof of a valid driver's license and availability of a reliable car

V. **Signatures** indicate agreement with all information provided, including designation of essential functions.

Supervisor's Certification: I certify that (a) I am the immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties, and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature: _____ Title: _____ Date: _____

Employee's Certification: I certify that I have reviewed this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

Section or Division Manager's Certification: I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

HR Director's Certification: I certify that this is an authorized, official position description of the subject position.

Signature: _____ Title: _____ Date: _____