

**Caswell County Health Department  
Invites applications for the position of:**

# Processing Assistant IV

**SALARY:** \$26,604 with 4% increase after 9-month probationary period

**OPENING DATE:** 12/13/2021

**CLOSING DATE:** Open until filled

**DESCRIPTION:**

The Caswell County Health Department has an opening for a Processing Assistant IV to work in the Health Services Unit-Case Management Section. This position will serve the Community Alternatives Program for Disabled Adults and Children, Care Management for At-Risk Children, and Care Management for High Risk Pregnancy. The purpose of the programs in this section is to provide case management services, linking and referring for supportive home services and equipment to individuals enrolled in these Medicaid programs.

The purpose of this position is to provide clerical support for the smooth operation of the programs. This position maintains proper order of medical records, digitizes and files patient information, navigates phone calls and message keeping. This position also provides billing support for the CAP programs. The goal of the clerical section is to complete and expedite patient information for medical and insurance records, and to ensure that Care Management obtain maximum reimbursable funds.

Work is performed under the general supervision of the Social Work Supervisor with leeway to exercise independent judgement within the framework of the applicable rules, regulations, program guidelines, policies, and procedures in the performance of duties, both in terms of planning and accomplishing work and in making decisions public health needs and requests.

Participation in a drug screen and background check are required.

Caswell County is an equal employment opportunity employer.

**EXAMPLES OF DUTIES:**

- Serves as a first point of contact for the agency, greeting the general public and explaining available services for programs
- Answers the incoming calls, taking messages, and acting as a referral source
- Maintain program records, including electronic records
- Primary biller for CAP-DA and CAP-C by entering monthly charges into the electronic medical record and bill for services as appropriate in the NC Medicaid system
- Maintain updated inventory of resources available for clients and community partners
- Submits report of referral status to Supervisor on a weekly basis
- Digitize documents and ensure proper electronic file management
- Develop forms and copies as needed
- Create program announcements/advertisements and admission packets
- Fax documents and assist with incoming and outgoing mail

**TYPICAL QUALIFICATIONS:**

- A working knowledge of computers including basic software such as Excel, Word, email, and Internet
- Basic knowledge of socioeconomic conditions of clients to be served
- General knowledge of accounting principles
- Effective written and verbal communications skills
- Ability to interpret federal and state regulation manuals
- Ability to use various types of office equipment (ex. Computer, copier, fax machine, etc)
- Ability to establish rapport and relate to clients from various segments of the socioeconomic spectrum
- Ability to follow written and verbal instructions

- Ability to prioritize work assignments and manage time effectively
- Ability to communicate with people from various professions, backgrounds, and cultures with tact and diplomacy.

**MINIMUM QUALIFICATIONS:**

- Required Minimum Training:
  - Graduation from High School or GED
  - Two years of clerical experience
  - Or, an equivalent combination of training and experience

**SPECIAL REQUIREMENTS:**

Possession of or ability to obtain a valid Drivers License for the type of vehicle or equipment operated.

All offers of employment are conditional upon successful clearance of a background check and pre-employment drug testing. Employment cannot commence until the employee has been cleared.

May be required to possess additional certification(s) as deemed necessary by the Health Services Coordinator.

**SUPPLEMENTAL INFORMATION:**

**PHYSICAL REQUIREMENTS AND POSSIBLE HAZARD**

Must be able to physically perform the basic life operational support functions of standing, walking, stooping, crawling, fingering/typing, talking, sitting, bending, kneeling, climbing, grasping, hearing, handling, pushing, pulling, lifting, carrying, reaching and repetitive motions of the hands/wrists/feet.

Must be able to perform sedentary work, exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or consistently to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and analyze data and figures, perform extensive reading, and operate a computer terminal.

Must be able to be exposed to chemicals, contagious and/or infectious diseases, and blood borne pathogens.

May be subject to possible hazards that include emotional stress due to the nature of interactions with clients or service providers, irate clients and/or family members who may be hostile, resistant or violent.

**APPLICATIONS MAY BE FILED AT:**

[bhodes@caswellnc.us](mailto:bhodes@caswellnc.us)

189 County Park Road – PO Box 1238

Yanceyville, NC 27379

336-694-4129

Position #: PA-4  
Processing Assistant IV