



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
HEALTH CARE COORDINATOR - NURSE	36	B	12.334
SENIOR HEALTH CARE COORDINATOR - NURSE	37	B	12.333
SUPERVISOR, HEALTH CARE COORDINATOR - NURSE	38	B	12.332

JOB SUMMARY

Health Care Coordinator - Nurses perform work related to program operations and auditing providers to ensure compliance with program regulations and policies.

JOB DUTIES

HEALTH CARE COORDINATOR - NURSE

1. Assess potential client needs for case management services.
2. Develop, implement, and update plans of care.
3. Counsel and refer clients to services and/or contract with providers for services.
4. Monitor the quality and cost of services provided and submit payment authorization requests.
5. Establish and maintain case files.
6. Review facilities, provide care to validate, and ensure adequacy of services and resident care.
7. Review information, document findings and deficiencies, prepare reports, and participate in conferences.
8. Review health care providers and fiscal agents for compliance.
9. Ensure clients are receiving appropriate services and payment is correct for services received.
10. Identify areas needing improvement and review plans of correction.
11. Process payment requests to ensure medical necessity and compliance and approve or deny requests.
12. Review records from the applicable parties, identify abuse and potential fraud, and ensure proper payment.
13. Refer errors to the fiscal agent for adjustment and refer potential cases of fraud and abuse for investigation.
14. Explain billing procedures, monitor quality of care, and submit billings to the fiscal agent for payment.
15. Perform related duties as assigned.

SENIOR HEALTH CARE COORDINATOR - NURSE

1. Duties performed at the previous level, AND:
2. Act as a lead worker by assigning and reviewing work, training, and providing input to performance evaluations and discipline.
3. Participate in developing policies and procedures, maintaining the State plan, and creating forms.
4. Serve as the statewide technical expert and provide guidance on a statewide basis to the staff of an agency.
5. Provide clarification of a condition, medication, procedure, or related circumstance for case management.
6. Create and present training modules for staff.
7. Develop, implement, and monitor staff compliance.
8. Assist staff in developing resources and preventive health care information for the clientele served.
9. Perform related duties as assigned.

HEALTH CARE COORDINATOR - NURSE	36	B	12.334
SENIOR HEALTH CARE COORDINATOR - NURSE	37	B	12.333
SUPERVISOR, HEALTH CARE COORDINATOR - NURSE	38	B	12.332

SUPERVISOR, HEALTH CARE COORDINATOR - NURSE

1. Duties performed at the previous levels, AND:
2. Plan and organize unit operations and coordinate staff activities.
3. Develop procedures and guidelines.
4. Compile data and prepare analytical, statistical, and narrative reports.
5. Plan, arrange, and/or provide training to providers and staff.
6. Participate in community and public relations activities.
7. Make budgetary recommendations.
8. Train, supervise, schedule, and evaluate the performance of employees, and other supervisory duties as appropriate for managing people.
9. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

HEALTH CARE COORDINATOR - NURSE

One or more years of applicable experience as described in the job duties and Licensure as a Registered Nurse issued by the Nevada State Board of Nursing.

SENIOR HEALTH CARE COORDINATOR - NURSE

Three or more years of applicable experience as described in the job duties and Licensure as a Registered Nurse issued by the Nevada State Board of Nursing.

SUPERVISOR, HEALTH CARE COORDINATOR - NURSE

Four or more years of applicable experience as described in the job duties with a minimum of one-year supervisory experience preferred and Licensure as a Registered Nurse issued by the Nevada State Board of Nursing.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trained after entry into position.)

HEALTH CARE COORDINATOR - NURSE

Knowledge of:

- Applicable federal and State laws, regulations, and agency policies and procedures; theories, principles, practices, and methods of social work, nursing, or a health care field applicable to program assignment; dynamics of human behavior including interpersonal relationships and social interactions; client rights and confidentiality of information; interviewing techniques; crisis intervention techniques; case management practices.
- Physical, psychological, and social characteristics associated with human development and the population served; assessment tools used to evaluate clients; normal and abnormal human growth, behavior, and development; anatomy, physiology, pharmacology, and psychology; medical and pharmaceutical terminology; services, roles, and responsibilities of social service agencies; impact of diseases and disabilities on individuals.
- Service programs and provider responsibilities relative to the program assignment; licensing regulations of various living arrangements; functions and costs of rehabilitative and assistive medical equipment related to the program assignment; agency hearing processes and protocols.

HEALTH CARE COORDINATOR - NURSE	36	B	12.334
SENIOR HEALTH CARE COORDINATOR - NURSE	37	B	12.333
SUPERVISOR, HEALTH CARE COORDINATOR - NURSE	38	B	12.332

Skill in:

- Interpersonal and communication, both verbal and written.
- Use and operation of office and job-related equipment and software.

Ability to:

- Provide technical assistance regarding policy compliance and coverage; forecast the cost of medical services, equipment, and supplies; monitor the cost effectiveness of services for each individual client; develop and modify case plans, procedures, and methods to maximize services and effect change in clients; visually observe the general condition of the population served and assist in verifying the level of care needed and received; audit contractors and review corrective action plans; navigate, locate, and enter data into the agency's computer systems; recognize basic medical and social needs;
- Effectively interact with people of various social, cultural, economic, and educational backgrounds; communicate effectively to obtain information, explain policies and procedures, and persuade others to seek or accept needed services; analyze information, problems, and situations and reach logical conclusions; compose concise, logical, and grammatically correct correspondence, case narratives, and reports; read and understand technical materials; assemble, analyze, and report data.

SENIOR HEALTH CARE COORDINATOR - NURSE

Knowledge, skills, and abilities required at the previous level, AND:

Knowledge of:

- Agency mission, goals, objectives, and programs administered; interaction between all agency programs; psychological and emotional changes caused by anatomical positional deformities, physiological abnormalities, developmental disabilities, and other physical limitations.

Ability to:

- Function as a lead worker and direct activities, coordinate assignments, and prioritize tasks; determine whether problems, condition, and/or diagnoses are appropriately addressed; recognize and recommend training for staff; assist the supervisor in reviewing, analyzing, and providing input regarding the performance of staff; write policies and procedures related to the program assignment.
- Review case files and documents to ensure compliance with established policies and procedures; provide technical assistance and information concerning case management issues; assist in identifying trends and potential solutions to problems and issues; make decisions and appropriately respond to situations.
- Review work products for quality, quantity, and timeliness; analyze information, problems, situations, practices, or procedures to define objectives, identify relevant concerns, formulate logical conclusions, and recognize alternatives and their implications.

SUPERVISOR, HEALTH CARE COORDINATOR - NURSE

Knowledge, skills, and abilities required at the previous levels, AND:

Knowledge of:

- Principles and practices of supervision and training; program management techniques; State budgeting; data collection techniques; system interface between all agency programs.

HEALTH CARE COORDINATOR - NURSE	36	B	12.334
SENIOR HEALTH CARE COORDINATOR - NURSE	37	B	12.333
SUPERVISOR, HEALTH CARE COORDINATOR - NURSE	38	B	12.332

Ability to:

- Interpret program policies to ensure consistency; develop staff corrective action plans and administer appropriate discipline; anticipate needs and prepare budget requests; respond quickly to program and community needs; manage resources, space, and equipment of the unit; develop and present training curriculum for staff, providers, and contract vendors; prepare status reports; identify case trends; organize staff and community resources to meet program requirements.
- Prepare and present reports; establish program and staff goals and objectives; determine appropriate training and equipment needs of assigned personnel.
- Lead and motivate a diverse staff, set clear goals, delegate tasks effectively, and foster a positive and inclusive work environment.
- Communicate both verbally and in writing to audiences of various social, educational, and economic backgrounds.
- Resolve conflicts and mediate, negotiate, and exchange ideas, information, and opinions with employees, customers, or agencies; diffuse hostile situations respectfully and tactfully.

SPECIAL REQUIREMENTS

1. A valid Nevada driver's license, with applicable endorsements, may be required at the time of appointment and as a condition of continuing employment.
2. Some positions may require certifications, designations, and/or licensures at the time of appointment and as a condition of continuing employment.
3. Some positions may require pre-employment screening for controlled substances.
4. The State of Nevada may require applicants to consent to a background check, which includes a review of criminal and employment history. This review does not necessarily eliminate the candidate from the possibility of employment. The results of the background check may be used to assess eligibility for the position.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

*Indicate the type of **physical effort** which is essential to the successful performance of this job:
(Check all that apply)*

- | | | | | |
|---|--|--|--|---|
| <input checked="" type="checkbox"/> standing | <input type="checkbox"/> running | <input checked="" type="checkbox"/> lifting, 20 lbs | <input checked="" type="checkbox"/> observing | <input checked="" type="checkbox"/> turning |
| <input checked="" type="checkbox"/> walking | <input checked="" type="checkbox"/> bending/stooping | <input checked="" type="checkbox"/> carrying, 20 lbs | <input type="checkbox"/> tasting | <input type="checkbox"/> throwing |
| <input checked="" type="checkbox"/> balancing | <input checked="" type="checkbox"/> sitting | <input checked="" type="checkbox"/> pushing, 20 lbs | <input checked="" type="checkbox"/> kneeling | <input checked="" type="checkbox"/> hearing |
| <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> reaching | <input checked="" type="checkbox"/> pulling, 20 lbs | <input checked="" type="checkbox"/> stretching | <input type="checkbox"/> smelling |

*Indicate any other requirements which are essential to the successful performance of this job:
(Check all that apply)*

- | | |
|---|---|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |

HEALTH CARE COORDINATOR - NURSE	36	B	12.334
SENIOR HEALTH CARE COORDINATOR - NURSE	37	B	12.333
SUPERVISOR, HEALTH CARE COORDINATOR - NURSE	38	B	12.332

- Ability to read instructions and numbers in English
- Ability to follow supervisor's instructions
- Ability to complete tasks with numerous interruptions
- Regular attendance at meetings with both team members and external parties as appropriate, in the State of Nevada offices as well as offsite locations, which may include enclosed office spaces and/or outdoor field job site locations. Supervisor positions may include conducting and leading meetings

Please note this section is for the sole purpose of complying with the ADAAA " Americans with Disabilities Act Amendments Act" and is not to be construed to include all team members employed in each job classification. The Employer reserves the right to change the requirements of each job as changes in business and/or technology dictate.

The State of Nevada is an equal opportunity employer dedicated to building diverse, inclusive, and innovative work environments with employees who reflect our communities and enthusiastically serve them. All applicants are considered without regard to race, color, national origin, religion or belief, age, disability, sex, sexual orientation, gender identity or expression, pregnancy, domestic partnership, genetic information (GINA), or compensation and/or wages.