

## **SENIOR PUBLIC HEALTH ASSISTANT (FRENCH-CREOLE SPEAKING)**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized clerical and outreach work involving responsibility for providing support for various activities required by the New York State mandated health insurance program administered by the Rockland County Department of Health. The work differs from that of a Senior Public Health Assistant in that some of the duties performed in this position require the incumbent to possess speaking and reading ability in French-Creole at the fluency level indicated below in the Note. The work is performed under the general direction of the Director, Public Health Education. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Enrolls individuals, families, etc. in the New York State mandated health insurance program and assists residents and small businesses in completing applications for such program by explaining the basic application process, providing basic information regarding health plan options, etc.;

Answers the telephone, takes messages, and provides routine information regarding clerical processes and basic matters pertaining to the New York State mandated health insurance program;

Meets with individuals and families, as well as small businesses and community agencies in community-based locations in order to primarily explain clerical and application processes and provide basic information about the New York State mandated health insurance programs;

Contacts clients to obtain information and request documentation required for applications;

Refers clients to appropriate health and related services;

Enters data into the computer related to health insurance enrollment and the dis-enrollment of clients;

Maintains files;

Prepares routine reports, as directed and in accordance with guidelines;

Types, formats, and disseminates informational materials;

May operate a variety of office machines, such as photocopy, calculator, word processing, data entry.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of basic business arithmetic; working knowledge of guidelines and requirements (e.g. Federal, New York State, and local Medicaid/Health Insurance Exchange) pertaining to mandated insurance plans\*; ability to understand and carry out oral and written instructions; ability to organize information to prepare reports; ability to establish and maintain cooperative relationships with others; ability to speak, read, and understand colloquial French-Creole; ability to communicate effectively both orally and in writing; ability to use computer applications or other automated systems in the performance of work assignments\*.

(over)

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and three (3) years of public health experience that substantially involved direct provision of services to clients (e.g. gathering information, providing information about services and programs, referring clients to services, etc.).

**NOTES:**

1. An Associate's degree or equivalent college credits beyond high school (a minimum of sixty (60) credits), may be substituted for two (2) years of the required experience.
2. Incumbents are expected to possess a Level II proficiency in French-Creole (as defined by the Examination Division of the State of New York Department of Civil Service) which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possess adequate comprehensive to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.

\*To be demonstrated during the probationary period.