

LIVINGSTON COUNTY JOB DESCRIPTION

School Liaison Coordinator

Supervised By: Director of Personal Preventive Health Services/Deputy Health Officer

Supervises: Hearing and Vision Technicians and serves as a leader for other clerical staff

Department: Health Department

FLSA Status: Non-Exempt

Position Summary:

Under the supervision of the Director of Personal Preventive Health Services/Deputy Health Officer, this position is responsible for the coordination and execution of all programs that interact with or provide oversight with schools in the county. This specifically includes the day-to-day operation of the Michigan Department of Community Health Hearing and Vision Program including the supervision of technical staff. This position may also coordinate the work of other clerical staff and provides leadership and guidance to other staff members as necessary.

Essential Job Functions- School Reporting:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily

1. Act as a liaison between MDHHS and school/childcare centers. Ensure that all changes and new reporting requirements are communicated to school/childcare reporting staff.
2. Train and assist school/childcare staff in the MCIR/SIRS reporting process. Monitor for compliancy and retain all records of communication made to school/childcare settings. Prepare and retain appropriate compliancy reports.
3. Verifies and enters foreign exchange and out of state immunization records submitted by schools/childcares into MCIR for immunization reporting purposes.
4. Serves as the primary Health Department contact for school and childcare reporting staff and will handle all questions and concerns related to school reporting.
5. Oversees weekly aggregate CD reporting for schools and childcare centers. Monitors for compliancy and manages user accounts in Webtecs reporting platform.
6. Acts as the primary contact for immunization waiver questions or concerns from school/childcare staff and parents. Monitors availability of waiver appointments.
7. Coordinates the annual LCHD School Meeting.

Essential Job Functions- Hearing and Vision:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Serves as a formal leader of Hearing and Vision staff by managing the day-to-day work, including the review and evaluation of job performance and other employee relation matters. Also, in consultation with the Director participates in the interviewing and hiring process of vacant technician positions as well as employee discipline.
2. Coordinates the work assignments of Hearing and Vision program staff, including the review and approval of requested time off and the coordination of work schedules to ensure service delivery.
3. Provides leadership and guidance to employees to support the success of the program. Coordinates training, observes, and assists Technicians, assigns school schedules and other program tasks, as needed.
4. Acts as the primary contact for the hearing and vision testing program for all staff, parents, and school personnel with concerns and complaints. Handles all concerns and complaints for the program.
5. Prepares and reviews reports and statistics regarding testing results for review for the County and state monthly, quarterly, and yearly.
6. Implements and maintains testing results and records and follow-up listings. Ensures follow-up is performed for children who were referred for further evaluation. Responsible for the records retention process and storage.
7. Maintains inventory for hearing and vision testing supplies.
8. Schedules calibration of testing equipment and any repairs, as needed.
9. Attends conferences, workshops, and seminars as appropriate.
10. Complies with the Health Department's quality improvement policy and actively participates in the quality improvement plan.
11. Perform all other duties as assigned.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Serves as a leader of Administrative Specialist staff of the PPHS Division working in school related functions by managing the day-to-day work, including the review and evaluation of job performance and other employee relation matters. Also, in consultation with the Director of PPHS may participate in the interviewing and hiring process of vacant clerical positions as well as employee discipline.
2. Coordinates the work assignments of administrative support staff working in school related functions, including the review and approval of requested time off and the coordination of work schedules to ensure service delivery.
3. Recommends changes to PPHS policies and procedures to increase efficiencies and improve customer service. Develops standard operating procedures to implement the recommended changes and trains appropriate staff, which may include professional staff, on these changes.
4. Assists in training Administrative Specialist staff to perform the duties associated with each position.
5. Provides backup to Administrative Specialist staff in their absence, including answering phones, and directing customer inquiries.
6. Responsible for completing other tasks as described herein or delegating tasks to Administrative Specialist staff where appropriate.
7. Acts as FOIA coordinator for the PPHS Division. Coordinates with County FOIA coordinator per FOIA policy set by Board of Commissioners.
8. Performs basic office duties such as copying, filing, faxing, typing standard documents, preparing, sorting, distributing mail, and entering data into various software programs or spreadsheets.
9. Utilizes available programs to compile and enter data into state and local databases, including but not limited to: Microsoft Suite, Easy Log Data Logger, Patagonia (EMR), BS&A, Sword Solutions, and Munis. State of Michigan programs/databases: CHAMPS, MILOGIN, MI-WIC, EPPIC, CSHCS, MCIR, MDSS, DSA, CHASS, Healthy Michigan & Medicaid Programs, LHD SharePoint, WPS-Medicare, RKStudio. Utilizes these programs to prepare various reports as needed based on mandatory program requirements or other administrator requests. Problem solves highly complex issues with the computer-based programs.

10. Manages document archival system. Categorizes records to be filed, and scans contracts, permits, and other records using document management system. Assists other professional staff on functionality of the system as needed.

11. Performs other duties as directed by the Director of PPHS.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma supplemented by vocational or college-level training in office management or similar discipline and four years of experience in providing administrative support in a complex customer service-focused operation.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License.
- Through knowledge of Michigan Department of Community Health Hearing and Vision Program, screening techniques and procedures testing hearing and vision with children, interpreting testing results and public health care principles and practices.
- Knowledge of Hearing and Vision Equipment and its appropriate usage.
- Considerable knowledge of records management and retention.
- Skill in assembling and analyzing data and preparing comprehensive and accurate reports.
- Skill in effectively communicating ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, school officials and staff, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Skill in the use of office equipment and technology, including Microsoft Suite applications and software programs utilized by the Livingston County Health Department and specialized hearing and vision testing equipment.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view, and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals, and situations while performing required duties.