

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: COMPLIANCE TRACKING TECHNICIAN
CLASS CODE: 6356

FLSA STATUS: NON-EXEMPT
SUPERVISORY STATUS: NONE

EFFECTIVE DATE: 06/14/2008
DEPARTMENT: SUBSTANCE ABUSE

JOB SUMMARY

Under general supervision of the Clinical Records Supervisor, performs a variety of technical and full performance clerical duties to expedite day-to-day client record maintenance and reporting while ensuring quality and compliance with established program guidelines and regulations.

ESSENTIAL FUNCTIONS

Performs daily clinical record keeping functions; adds treatment recommendation and other data to client records; sets up court tracking system on clients with legal requirements.

Provides quality control in the updating and maintenance of client records by reviewing client documentation and electronic records to ensure their compliance to established standards and regulations.

Monitors progress of court-ordered actions; issues compliance/noncompliance letters and certificates and ensures timely submission and accuracy of records and documents delivered to the courts.

Manages both the adult and youth listings of prospective clients waiting to receive inpatient treatment services; retrieves messages from the message telephone line; adds new clients to the listing and removes clients that haven't complied with call in requirements, documenting changes in the electronic health records; distributes listings to appropriate program personnel.

Provides information on services, department policies and procedures, and general information to clients, employees, and the public; reviews functional clerical work processes and proposes changes to improve methods used.

Performs general clerical and office support duties; responds to telephone calls and walk-in visitors; receives payments for services and issues receipts; composes various types of correspondence or forms; distributes incoming and outgoing mail.

KNOWLEDGE, SKILLS, AND ABILITIES

Working Knowledge of: Standard office practices; proper grammar, spelling, and punctuation; laws, codes, and regulations relevant to work performed.

Skill in: Reading, writing, and basic math; operating standard office equipment; word processing, data entry, and basic spreadsheets; using various software programs unique to Utah County and/or the Division of Substance Abuse.

Ability to: Maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; understand broad objectives and follow general instructions; distill relevant and useful elements from vast amounts of information; multi-task.

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PHYSICAL DEMANDS

Regularly: Sits at a desk; walks, stands, or stoops; works for sustained periods of time maintaining concentrated attention to detail.

Occasionally: Lifts or otherwise moves objects weighing up to 25 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office or other environmentally controlled room; work requires regular contact with the public which exposes incumbent to others' illnesses and to individuals that may be angry, agitated, or otherwise upset.

EDUCATION AND EXPERIENCE

High school diploma or equivalent and three (3) years of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Selected applicants may be subject to a background check.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.