

The job description is intended to describe the general nature and level of work being performed by the incumbent, and is not to be construed as an exclusive list of responsibilities, duties and skills required by the incumbent on this position. The job description does not imply an offer of employment, nor a contract for employment. It is subject to change at the discretion of the employer.

Job Title: Assistant or Associate Planner -- Information Services Management

Department: Human Services

FLSA: Non-exempt

Reports to: Clinic Manager

Union Affiliated: Non-Union

General Position Summary:

This position provides technical support and analysis for the Human Services department and the mental health clinic division. It ensures the Department's compliance with state contractual requirements regarding collection and transmission of data. Analyzes the requirement for and develops/enhances information services and systems for Southwest Regional Support Network (mental health) Avatar system, substance abuse Target system, and state developmental disability data system. Provides technical support to a dozen or more sub-contractors regarding data base administration, EDI transmission and errors. Produces and prepares reports and deliverables for the department and its subcontractors as well as for local, regional and state contractual obligations.

Essential Duties and Responsibilities:

1. Coordinates the accurate entry and transmission of information and data for mental health, substance abuse, and developmental disability services for which the County contracts.
2. Analyzes mental health (MIS) data (Avatar), helps creates monthly reports, and sub-contractor billing procedures.
3. In conjunction with Central Services, designs, oversees, and problem-solves revisions to current applications and or systems; administers and designs required enhancements to existing databases.
4. Ensures adequately functioning information services, security of confidential information, and data integrity. May require some programming.
5. Provides a wide variety of support and assistance to Management Team and other staff. Applies current technical knowledge to ensure efficient department operations.
6. Provides technical assistance and training regarding information systems/services for Advisory Boards, HSD staff and HSD sub-contractors. Creates and/or updates data dictionaries and manuals. Assists sub-contractor information system personnel. Works error reports to pinpoint and correct transmission problems.
7. Assists department with data necessary for analyzing relevant data for significant trends.
8. Helps prepare information and reports for elected officials, advisory boards, the community, and others as assigned. Collaborate with other department staff with the technical and data aspects of research, projects, and presentations.
9. Attend and participate in staff meetings. Present recommendations for department improvement.
10. Learns and stays current on mental health, substance abuse and developmental related terminology and business models.
11. Keeps current on PC hardware/software and LAN/WAN technology. Coordinates with county IS/IT services.
12. Perform other duties as assigned by the supervisor, such as specific time-limited research or evaluation tasks.
13. Collaborate with other IT County staff to trouble-shoot equipment problems and/or recommend computer/printer upgrades.

Minimum Qualifications:

1. Bachelor's degree in computer science, business or public administration, or related field.
2. Experience planning behavioral health, business or related IT services, local government program administration or social services administration. Experience must include proficiency in computer use and applications, knowledge of client database and information management including database system design, queries and reports. Assistant level requires a minimum of one (1) year of experience, and Associate level requires a minimum of five (5) years of experience.
3. Possess and maintain a valid driver's license.

Required Skills and Abilities:

1. Thorough knowledge of current technology and highly skilled at working with relational data bases. Demonstrated knowledge of the level of detail needed to understand and define data elements. Skilled at preparation and instruction needed to teach others to enter and transmit data accurately.
2. Skilled in retrieving and analyzing data.
3. Identify data problems/issues and develop and /or implement effective solutions.
4. Work well in a collaborative team work environment. Effectively work in a multi-task environment, prioritizing tasks properly, and completing tasks/projects in a timely manner.
5. Develop and maintain effective working relations with peers, clients, other agencies, contracted providers, and the public.
6. Able to work well independently, learn quickly and adjust work assignments in response to system changes.
7. Exercise good judgement and maintain confidentiality and handle sensitive information with utmost discretion.
8. Professional oral and written communications skills. Prepare effective reports and presentations to diverse audiences.
9. Skilled at research and analysis; and reaching adequate conclusions. Make effective recommendations and assist in implementation.

Equipment or Tools:

1. Skilled in the operation of a personal computer and commonly used office applications such as word processing, databases, spreadsheets, presentations, and graphic software. Specific working knowledge of Microsoft Access required. Working knowledge of Crystal Reports, ODBC connections, VPN & FTP protocols, and various network security settings helpful. Knowledge of basic data base design, structure and SQL standard query language. Familiar with DOS, Windows, and NT operating systems.
2. Operate standard office equipment.
3. Operate and safely drive a motor vehicle.

Job Scope:

Level of Supervision Received:

Minimum supervision, but may require closer supervision during training or special projects. Work is verified through reports and outcomes.

Level of Supervisory Responsibilities:

This position is not supervisory in nature, but may be required to train or to assist others if assignments are transferred or when essential staff is not available. This position will be expected to share skills, insights, and expertise.

Contact/Communication with others:

Extensive oral and written contacts and communications, both formal and informal. This includes phone, email, correspondence, reports, and face-to-face. Extensive technical report writing. Contacts will occur with the public, department staff, other County staff, and local, state and federal agencies. Functions in both a leadership and a collaborative role with individuals at varying levels of expertise and experience.

Decision Making Capacities:

Extensive latitude in decision-making within the duties of the job. Make determinations regarding sensitive matters in multiple disciplines. Special circumstances need supervisor's clearance.

Working Conditions:

1. May require work hours in excess of 7.5 hours per day or 5 days per week.
2. May require travel for training purposes and commute to other departments or government agencies.
3. Follow established county and department policies, goals, and objectives.
4. Able to work well and complete duties under stress, and deadlines, while attending to multiple duties simultaneously.
5. Tolerate prolonged computer related exposure. Ability to sit/stand at a workstation for long periods of time.

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing			X		
Walking			X		
Climbing			X		
Sitting					X
Stooping / Kneeling			X		
Lift/Carry up to 15 lbs.		X			
Lift/Carry up to 30 lbs.		X			
Lift/Carry up to 50 lbs.	X				
Push/Pull up to 25 lbs. of exertion	X				
Push/Pull up to 50 lbs. of exertion	X				
Work below waist level		X			
Work at waist to shoulder level					X
Work above shoulder level		X			
Reach further than arm's length		X			
Fingering					X
Grasping / Holding		X			
Talking					X
Hearing					X
Seeing					X
Work in confined spaces		X			
Exposed to extreme temperatures		X			
Operate tools or machinery (incl. office equip.)					X
Operate motorized vehicles/equipment			X		
Work at heights balancing	X				
Use/exposed to hazardous substances	X				