

**HEALTH AND HUMAN RESOURCES ASSOCIATE**

**Nature of Work:** Under general supervision, performs work at the full-performance level by maintaining responsibility for carrying out complex technical functions necessary for the operation of a statewide Health or Human Resource program, providing technical and/or programmatic assistance to staff, participants, and other user entities of a component of a statewide program or major technical area specific to or characteristic of the Department of Health and Human Resources. Helps assure compliance with laws and regulations governing the program or technical area. Maintains responsibility of operational procedures and policies related to their technical function. Uses independent judgement to determine approaches to technical or operational problems. Consultation on individual situations related to assigned technical function. Exercises latitude in varying methods and procedures within the parameters of program or technical area guidelines. May assign and review the work of clerical staff. Maintains responsibility for application of standards to individual situations as well as the monitoring and evaluation of individual situations. Has responsibility for formulation of training of other staff as related to his/her function. This class may also be used as the entry or beginning level of the professional Health and Human Resources Specialist series. Performs related work as required.

**Distinguishing Characteristics:** The Health and Human Resources Associate is distinguished from the Health and Human Resources Specialist by the assignment to limited technical or operational areas rather than program or broad operational development or consultation. Problems are typically procedural or standard precedents. If used as an entry or beginning level class, work is characterized by more direct supervision and a training and developmental nature. **NOTE:** Promotion from the class may occur only if and when the job duties and responsibilities change significantly enough to make a higher level classification more appropriate.

**Examples of Work**

- Develops new or updates existing forms, paper and/or electronic, to facilitate operations.
- Sets up and maintains paper and electronic files.
- Reviews forms for completeness and compliance.
- Talks with state, federal, and local program participants, or technical area personnel to explain procedural changes, clarify guidelines, and answer general questions.
- Monitors procedures for effectiveness and efficiency.

**HEALTH AND HUMAN RESOURCES ASSOCIATE (CONT'D)****Examples of Work (cont'd)**

Advises program participants and/or other staff on changes in operational and procedural policies, regulations, and guidelines, and answers questions regarding those changes.

Determines compliance with regulations and or acceptability of a program within context of applicable standards.

Assists in development of regulations, standards and procedures as appropriate to the area of technical functioning.

**Knowledge, Skills and Abilities**

Knowledge of or ability to learn rules, regulations, policies, and procedures of the Department of Health and Human Resources.

Knowledge of or ability to learn federal and state regulations, laws, standards, and statutes governing program or technical area.

Ability to collect and compile accurate information.

Ability to determine how changes effect area of assignment.

Ability to communicate well, both orally and in writing.

Ability to analyze complex situations and use sound judgement in decisions related to functional area.

**Minimum Qualifications**

**Training:** Graduation from an accredited four-year college or university.

**Substitution:** Full-time or equivalent part-time paid experience in paraprofessional or responsible clerical work at a level consistent with the work performed by an Office Assistant III and which required application of state and federal laws and/or guidelines, may be substituted for the required training on a year-for-year basis.

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**HEALTH AND HUMAN RESOURCES ASSOCIATE**

**AREAS OF ASSIGNMENT**

Behavioral Health

Community Health

Emergency Medical Services

Environmental Health

Health

Health Facilities Licensure and Certification

Health Planning

Health Promotion

Investigation

Legal

Rural Health

Social Services

Volunteer Services

Established: 9/16/92

Revised: 10/4/95

Effective: 10/4/95