

## SENIOR HEALTH CARE ADVOCATE

### DEFINITION

Provides coordination and liaison services to Health Care Advocates, parents, and other District staff by providing training, technical assistance, mentoring, and support in the application process regarding Healthy Families, Medi-Cal and other types of health care services for District students and their families; and establishes collaborative relationships with partner agencies to enhance program opportunities.

### TYPICAL DUTIES

- Develops training materials and provides professional development workshops for Health Care Advocates and others involved in the Children's Health Access and Medi-Cal program (CHAMP). Investigates, identifies, and obtains appropriate training resources.
- Conducts regular, ongoing quality assurance checks and analysis on the submitted application work completed by health care advocates and other certified application assistants working under LAUSD's enrollment entity number utilizing the electronic application process and other application submission methods.
- Reviews, interprets, and imparts information regarding health care service options to Health Care Advocates, Student Support Service Case Managers, Student Support Services Coordinators, and certificated staff working in the Healthy Start program, Wellness Centers, school-based health clinics, administrators in the Student Health and Human Services Division, and parents.
- Oversees the deployment of teams of Health Care Advocates in meeting high needs schools and areas that require extensive outreach and enrollment.
- Acts as a resource person, mentor, and trainer to Health Care Advocates, Student Support Service Case Managers, Student Support Services Coordinators, and certificated staff working in the Healthy Start program, Wellness Centers, and school-based health clinics in the area of health insurance coverage programs.
- Schedules and attends meetings that include school administrators, collaborative partners, and health and human services providers to review the quality of services, trends, and changes in the target populations for the basis of continuing or changing services.
- Develops and reviews a Health Care Advocate manual, writes step-by-step protocols for office procedures, and compiles information for website updates.
- Prepares and records automatic outbound calling campaigns to parents in support of local school health enrollment events, health fairs, and other approved district activities.
- Collaborates with the reprographics office, the mail unit, and professional graphic artists to compose and compile promotional pieces and other related documents regarding health care benefits and the application process for medical benefits.
- Compiles and maintains program related records and reports.
- Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Senior Health Care Advocate provides training, technical assistance, mentoring, support and coordination to teams of Health Care Advocates; and establishes collaborative relationships with partner agencies to enhance program opportunities.

A Health Care Advocate assists District staff and parents in solving problems among schools, parents, and other health care and public agencies regarding enrollment, disenrollment, and continuity barriers and interprets State health care guidelines to parents about qualifications for and enrollment in, Medi-Cal, Healthy Families, and other health care benefit programs.

## SUPERVISION

Supervision is received from an administrator. Work direction may be exercised over employees in support classes. No supervision is exercised.

## CLASS QUALIFICATIONS

### Knowledge of:

- Issues related to families of diverse socio-economic, linguistic, and cultural backgrounds
- Methods of training course development and associated materials such as manuals, brochures, flyers and announcements
- Electronic and web-based applications for Medi-Cal, Healthy Families, and low and no cost health programs eligibility and enrollment processes
- Organization and functions of the District
- Spreadsheet, database, and word-processing computer software programs
- Filing and other information storage systems

### Ability to:

- Make presentations to multi-ethnic and multi-cultural groups of students, parents, and collaborative partners
- Communicate effectively with other public agencies and institutions which provide social, psychological, and medical services
- Communicate effectively both orally and in writing
- Exercise discretion in the dissemination of information
- Exercise tact and judgment in contacts with administrators, co-workers, employees, parents, and others

## ENTRANCE QUALIFICATIONS

### Education:

Graduation from a recognized college or university with a bachelor's degree in social work, psychology, health services, public administration or a closely related field. Experience in addition to that listed below may be substituted for the required education on a year-for-year basis provided that graduation from high school or evidence of equivalent education proficiency is met.

### Experience:

Two years of experience in a social service agency, foundation, or school district working with parents and community agencies providing social services. Experience as a Certified Application Assistor is required.

Special:

A valid California Driver License.  
Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

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SJ