

## Class Title: Consumer Relations Specialist

**BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Plans, implements and coordinates programs designed to advance the objectives of the Norfolk Community Services Board (NCSB), particularly in the areas of quality improvement, consumer awareness, consumer satisfaction, consumer involvement and consumer protection.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Ensures that the NCSB service delivery system is consumer focused, responsive, user friendly, and provides quality services; responsible for assessment of consumer complaints and human rights violations, advocacy, consultation, planning, training, policy and procedures, investigations, and reporting. Analyzes regulations and policies; conduct audits; compliance for Virginia Premier; dual eligible activities and conducts internal investigations.
2	S	Receives, investigates, records, and responds to citizen and consumer complaints and requests for clarification and/or explanation of services provided by the NCSB; develops and conducts investigations for reports of possible human rights violations; prepares investigative reports, including recommendations for resolution; provides advocacy and promotes recovery principles (e.g. self-empowerment) for consumers; provides assessment and follow-up to consumer complaints, addressing concerns; makes referrals to appropriate resources, as needed; conducts consumer satisfaction surveys related to services..
3	S	Conducts systematic utilization reviews of consumer clinical records, <del>medical records</del> and financial/billing records to determine if chart documentation is consistent with billing and reimbursement requirements to assure compliance vis-à-vis finance and billing.
4	S	Attends meetings with consumers/consumer family members/agency staff to provide consumer advocacy and evaluate follow up with corrective action plans, as needed; provides consumer/family and staff education/training; serves as resource/consultant to NCSB staff on consumer -focused services; coordinates and provides training on the Human Rights and other regulatory requirements as well as the local Human Rights Plan.
5	S	Works with the Quality Management Officer to develop, implement, and monitor the NCSB Incident Reporting and Consumer Complaint Tracking systems; alerts the Corporate Compliance Officer as needed.
6	S	Researches current legislative literature; assists in the interpretation of local, state, and federal regulations regarding consumer service provisions; e.g. LAR/guardianship, client rights, and interprets same for consumers/families and NCSB staff.

**CSC Adopted: May, 2012 CSC Revised: February, 2014**

<b>Physical Strength Code</b>		<b>ESSENTIAL FUNCTIONS</b>
7	S	Provides back-up to assist in the support of the Norfolk Community Trust (NCT) and the Norfolk Community Trust Exempt Fund
8	S	Performs other duties as assigned.

CSC Adopted: May, 2012 CSC Revised: February, 2014

**CLASS REQUIREMENTS:**

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Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent in human services, public/business administration, psychology or urban studies.
Experience	Two years of experience working with the Severely Mentally Ill (SMI), Substance Abuse (SA) and/or Co-Occurring population required.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read, and apply policies and procedures, various reports, technical materials, instructions, clinical records
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, as required by assignment; knowledge of Medicaid/Medicare billing requirements
Writing	Ability to prepare investigative reports, including recommendations; ability to prepare correspondence and customer surveys.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations and with clients, families, staff, and other persons in the community.

CSC Adopted: May, 2012 CSC Revised: February, 2014

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Office equipment, making presentations
Sitting	F	Computer, desk work, meetings
Walking	F	To operate various office equipment
Lifting	O	Office supplies, client logs, books, manuals
Carrying	O	Office supplies, client logs, books, manuals
Pushing/Pulling	N	
Reaching	N	
Handling	F	Office supplies, client logs, books, manuals; client testing equipment
Fine Dexterity	F	Computer keyboard
Kneeling	F	Filing
Crouching	O	
Crawling	N	
Bending	O	
Twisting	O	
Climbing	N	
Balancing	N	
Vision	F	Computer, desk work, reading, writing, filing, use of office equipment
Hearing	F	Telephone, clients, co-workers, staff, supervisor, public
Talking	F	Telephone, clients, co-workers, staff, supervisor, public
Foot Controls	F	Driving
Other (specify)	F	

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**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computer, copier, facsimile machine, and related office equipment

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)			

PRIMARY WORK LOCATION	
Office Environment	D
Warehouse	N
Shop	N
Vehicle	W
Outdoors	S
Other (see 2 below)	W

- (1)
- (2) Various other service sites for consultations, meetings, and presentations.

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	C
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	

- (3)