



JUVENILE WELFARE BOARD JOB OPPORTUNITY

May 31, 2019

HIRING RANGE: \$19.05- \$24.49 (Hourly) \$39,633.88-\$50,939.20 (Annually) PG-18

The Juvenile Welfare Board offers a comprehensive benefits package, including medical, vision, dental, and life insurance as well as vacation and sick leave, tuition reimbursement, and participation in the Florida Retirement System among other benefits.

Position Title: Utilization Management (UM) Specialist **Department:** Administrative Services Department
Reports to: Director of FSI & Accreditation **Status:** Non-Exempt

Position Purpose:

Review, authorize or reject Family Services Initiative (FSI) provider incidental requests consistent with program requirements and guidelines. Facilitate the achievement of FSI participant's outcomes within appropriate service delivery timeframes and utilization requirements. Provide utilization management (review) of the program by applying concurrent, prospective and retrospective evaluation methods and following the FSI Manual established criteria. Deliver support and technical assistance to the FSI providers through trainings and consultations.

Key Responsibilities:

- Review, authorize or reject FSI provider incidental requests consistent with program requirements and guidelines.
- Review data entry fields for accuracy and completeness to store and process requests and produce program status reports.
- Document, monitor, track and report incidental request decisions using electronic and manual systems and formats.
- Serve as the liaison between JWB and providers to assure effective coordination of services, assuring providers are in compliance with contract/agreement (MOU/MOA) and FSI Manual.
- Provide technical assistance and training to FSI providers to ensure program services are conducted according to established standards and contractual agreements.
- Conduct prospective and concurrent review of FSI provider incidental requests for completeness and accuracy, ensure requests meet program requirements, and include supportive documentation.
- Communicate with the FSI Exceptions Committee (EC) when situations require EC review and approval or rejection
- Collaborate with JWB's Information Technology unit, fiscal unit and research teams to ensure data is tracked, reviewed and reported accurately and address any areas identified for process improvement
- Complete retrospective reviews, monitor, and identify utilization patterns, trends, and potential problems or inappropriate use of resources; report periodical findings to the Director of FSI and Utilization Review Committee as needed.
- Assist with the preparation of tables, charts, reports and graphs for presentations on referrals, service utilization, and other topics as requested.
- Assist with systems development and oversight activities as requested.
- Participate in community meetings as needed.
- Works cooperatively on inter and intra departmental teams through the support of established team objectives and timeframes
- Performs related work as assigned or required.

Specifications:

- Associate's degree in human services, case management, social services, non-profit management, behavioral health, or related field
- Minimum of three years of social service and/or utilization management, case management, patient advocacy, care coordination, client relations, or a combination
- Knowledge of utilization management principles
- Ability to perform system queries and organize and analyze information for reporting purposes
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community
- Skilled at using computer applications including Microsoft Access, Word, Excel and PowerPoint
- Detail oriented and solution focused

Additional Requirements:

- Successfully pass a Level 2 background screening as required by Ch. 435 Florida Statutes
- Possess a valid driver's license and/or access to reliable transportation

Please submit resumes by Monday, June 24, 2019 to:
Juvenile Welfare Board of Pinellas County, Attn: Human Resources Dept.
14155 58th Street N. Clearwater, FL 33760

email: hr@jwbpinellas.org or fax: 727-453-5610 Website: www.jwbpinellas.org

The Juvenile Welfare Board is an equal opportunity employer. The Juvenile Welfare Board is an E-Verify Employer. Certain service members and veterans, and the spouses and family members of the service members and veterans, receive preference and priority in employment by the state and are encouraged to apply for the positions being filled.

Applicants interested in claiming Veterans' Preference please apply at: www.jwbpinellas.org

All applicants are advised that applications in Florida become a matter of public record upon receipt.