STATE OF SOUTH CAROLINA
Department of Health and Human Services
1801 Main Street, Suite 224
Columbia, SC 29201

INVITES APPLICATIONS FOR THE POSITION OF:
Human Services Specialist II, BabyNet, Central Referral Team, Richland County

An Equal Opportunity Employer

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OPENING DATE: 09/13/19

CLOSING DATE: 09/19/19 05:00 PM

JOB TITLE: Human Services Specialist II, BabyNet, Central Referral Team, Richland County

CLASS CODE: GA40

POSITION NUMBER: 60020387

SLOT NUMBER:

STATE SALARY RANGE: $27,527.00 - $50,930.00 Annually

AGENCY HIRING RANGE - MIN: $27,527.00

AGENCY HIRING RANGE - MAX: $27,527.00

LOCATION: Richland County, South Carolina

JOB TYPE: FTE - Full-Time

NORMAL WORK SCHEDULE: Monday - Friday (8:30 - 5:00)

RESIDENCY REQUIREMENT: 

RESIDENCY REQUIREMENT SPECIFICS (IF ANY):

AGENCY SPECIFIC APPLICATION PROCEDURES:

All applicants must apply online.

JOB RESPONSIBILITIES:

The Centralized Referral Team (CRT) is established to receive BabyNet referrals from South Carolina residents. Team members will manage a large volume of referrals via inbound telephone calls, emails, and/or faxes. Follow authorized communication "scripts" for handling
various BabyNet inquiries/topics. Provide excellent customer service to the public and to the internal customer by working effectively with System Point of Entry (SPOE) and BabyNet state office staff in developing sound solutions to accomplish the S.C. Department of Health and Human Services’ mission (The Department). Specific duties and job functions include:

- Accept all referrals for BabyNet via a central referral line (online and 1-800 #), fax, and email. Ensure the record is complete with the minimum information necessary to begin processing the referral. Establish the educational record in BRIDGES for children birth to 36 months. Complete a search of SCDHHS Medicaid systems for existing child records. Create a new record as deemed necessary.
- Disseminate required referral/intake forms to the parent/guardian. Maintains current and accurate documentation in the BabyNet Educational record and OnBase following current BabyNet policies and procedures.
- Access local SPOE calendars in order to schedule initial intake visits. Appointments will be scheduled equitably among SPOE staff within each office. Scheduling is completed accurately and timely 95% of the time.
- Maintain a thorough and working knowledge of BabyNet policy and procedures. Provides ongoing input to supervisor. Answer callers’ questions regarding BabyNet policy and procedures.
- Attend meetings and training as required. Make and keep schedules and complete tasks in a timely manner.

MINIMUM AND ADDITIONAL REQUIREMENTS:

A high school diploma or GED with four (4) years of Medicaid processing, social services, customer services or call center experience or an associate's degree with two (2) years of Medicaid processing, social services, customer services or call center experience. A bachelor’s degree may be substituted for experience.

Additional Position Requirements:

- Lifting requirements: 40 lbs.
- Sitting or standing for long periods of time.
- There may be some trainings that would require travel.

PREFERRED QUALIFICATIONS:

- Position requires knowledge of fact-gathering methods, interviewing techniques and state/federal laws concerning BabyNet policy.
- Ability to analyze case data and make appropriate decisions.
- To exercise judgment and discretion in applying/interpreting rules, regulations, policies and procedures.
- To coordinate tasks and stay organized, set deadlines, prioritize duties, and demonstrate excellent organizational skills.
- Must have excellent customer service skills and ability to communicate orally and in writing.
- Ability to identify need for services, make decisions, and respond appropriately. Must demonstrate professionalism and maintain confidentiality.
• Must have knowledge of Microsoft Windows, Word, and Excel.

ADDITIONAL COMMENTS:

Please complete the State application to include all current and previous work history and education. A resume will not be accepted nor reviewed to determine if an applicant has met the qualifications for the position. Supplemental questions are considered part of your official application for qualification purposes. All applicants must apply on line. All correspondence from the Office of Human Resources will be through electronic mail.

This position is located in BabyNet, Central Referral Team, Richland County.

The South Carolina Department of Health and Human Services is committed to providing equal employment opportunities to all applicants and does not discriminate on the basis of race, color, religion, sex (including pregnancy, childbirth or related medical conditions, including, but not limited, to lactation), national origin, age (40 or older), disability or genetic information.

Human Services Specialist II, BabyNet, Central Referral Team, Richland County

Supplemental Questionnaire

* 1. The responses you provide to these Supplemental Questions will be used in combination with your application to determine whether you meet the minimum qualification requirements. Failure to provide detailed and complete information may result in your application being rejected. Any misrepresentation or omissions will result in your disqualification from employment and/or termination. When applying for this position, I understand that I must thoroughly complete the Education and Work Experience sections of my application and the Supplemental Questions. Please do not submit a resume in place of completing the Education, Work History and Supplemental Questions. This includes a detailed description of each position that I feel qualifies me for the job I am seeking. I have read the above statement and understand that failure to provide sufficient detailed information may result in my application being rejected. I also understand that I may not submit resumes in lieu of filling out the application or answering the Supplemental Questions. I acknowledge that I have read, understand and agree with the above.

   Yes   No

* 2. This is an entry-level position with a starting salary of $27,527. Do you still want to be considered for the position?

   Yes   No

* 3. What is your highest level of education achieved?

   Doctorate Degree
   Master's Degree
Bachelor's Degree
Associate's Degree
Some College
High School Diploma
GED
Some High School

* 4. Please check the box that reflects the overall number of years of work experience you have in Medicaid processing, social services, customer services and/or call center services.
   - No experience
   - Less than 1 year
   - 1 to 2 years
   - 2 to 3 years
   - 3 to 4 years
   - 4 to 5 years
   - 5 or more years

* 5. Please briefly explain your experience in Medicaid processing, social services, customer service and/or call center services?

* 6. Have you ever been an employee of the SC Department of Health and Human Services? If yes, please list the department and your supervisor.

* 7. Have you ever been employed with the State of South Carolina?
   - Yes
   - No

* 8. If you learned of this posting from a SCDHHS employee, please list his/her name.

* 9. How did you hear about this position?
   - SCDHHS Website
   - careers.sc.gov
   - Career Fair(s)
   - Information Session(s)
   - SCDHHS Employee
   - Job Ad(s)
   - Indeed.com
   - Higher Education Resource(s)
   - LinkedIn.com
   - NAMD
   - Careerbuilder.com
   - SCHA (Hospitalcareers.com)
   - Glassdoor.com

* 10. What is your date of birth to include the year? (This information is gathered for the purposes of criminal record checks only and will not be forwarded to the hiring authority. The SCDHHS is an equal employment opportunity employer.)

* Required Question