

**SAN JOAQUIN COUNTY IN-HOME SUPPORT SERVICES PUBLIC AUTHORITY**  
**REGISTRY SPECIALIST**

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**DEFINITION:**

Under general supervision, performs a variety of technical and administrative support functions relating to the maintenance and update of a database of qualified providers to refer to eligible In-Home Support Services (IHSS) recipients; assists providers in filling out registration packets and verifies completion; provides customer support over the phone, at the front counter, and in the field; may conduct information sessions and train possible providers on the organization and processes; performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS:**

The **Registry Specialist** is the journey level class in which incumbents are expected to perform technical and administrative support functions related to maintaining and updating a database of qualified in-home support services providers. Assignments are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision when required. This classification is distinguished from the next higher classification of Program Manager in that the latter has responsibility for managing the day-to-day operations of the IHSS Public Authority.

**SUPERVISION RECEIVED/EXERCISED:**

Receives general supervision from the Program Manager. Incumbents in this class do not routinely exercise supervision.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Maintains and updates a database of qualified in-home support services providers; refers providers to eligible IHSS recipients; contacts providers to verify availability; updates provider information in database; provides forms to enroll providers to payroll.
- Assists recipients in selecting a provider; conducts home visits to provide interview assistance and resolve conflicts; identifies and reports fraudulent claims from clients and providers; refers providers to other governmental agencies as needed.
- Verifies completion of provider enrollment packets; trains providers on completing necessary forms for enrollment; responds to customers over the phone and the front counter; refers customers to correct agency when issues not related to IHSS.
- Assists in conducting and conducts information sessions for potential providers; assists in conducting and conducts Apple-A-Day training sessions; performs outreach to notify community of the need for providers.

- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, management and staff, and the public.

**PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, twisting, kneeling, squatting, and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Registry Specialist**. A typical way of obtaining the required qualifications is to possess the equivalent of two years of experience involving public contact, preferably in a social service setting and a high school diploma or equivalent.

**License/Certificate:**

Possession of, or ability to obtain, a valid Class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

**Knowledge of:**

Methods and techniques of providing personal care; interviewing and counseling techniques; basic principles of mathematics; applicable federal, state, and local laws, codes, and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

**Ability to:**

Provide general clerical and receptionist support; use applicable office terminology, forms, documents, and procedures in the course of the work; maintain accurate office files; compose

correspondence and documents; meet critical deadlines; deal successfully with the public, in person, and over the telephone; courteously respond to community issues, concerns, and needs; collect, analyze, and present data; work with the public in a courteous and friendly manner; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Operate standard office equipment, including a computer and variety of word processing applications.