



**Winnebago County**  
*The Wave of the Future*

## **JOB POSTING**

**POSITION TITLE:**                    **Administrative Associate IV – Records**

**LOCATION:**                            Human Services – Administrative Services  
Oshkosh

**HIRING RANGE:**                    \$22.26 - \$24.74/Hr.

**STATUS:**                             Full Time

**HOURS PER WEEK:**                37.5

**WORK HOURS:**                    8 am – 4:30 pm

**APPLICATION DEADLINE:** **Recruitment will be ongoing**

*Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Internal Department Transfer Form](#). Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).*

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## **WINNEBAGO COUNTY POSITION DESCRIPTION November 2020**

**POSITION TITLE:**                    **Administrative Associate IV – Records**

**DEPARTMENT:**                    Human Services – Administrative Services

**PAY BASIS:**                            Hourly

### **PURPOSE AND SUMMARY:**

Acts as the main initial contact with clients and the public regarding requests for records. Completes requests for records for Administrative Services, Behavioral Health, Child Welfare, and Long-Term Support divisions.

### **ESSENTIAL FUNCTIONS:**

1. Coordinates and receives all incoming and outgoing requests for records released from the Department of Human Services (DHS) in compliance with state & federal regulations, HIPAA, state Administrative Code, and DHS policies and procedures.

2. Works closely with Office Supervisors, Division Managers, providers, and Corporation Counsel to ensure records release procedures are maintained and up to date. Works regularly with the public, attorneys and legal agencies, insurance companies, and licensing agencies to ensure the Department's to ensure the Department's Request of Information (ROI) Process is maintained.
3. Maintains information on all requests made and completed for DHS records. Records type of request received and information provided to requestor in consumer record. Images confidential material and legal documents.

#### **ADDITIONAL ESSENTIAL DUTIES:**

1. Determines the validity of authorization for disclosure of records in order to maintain confidentiality and comply with state & federal regulations, HIPAA, state Administrative Code, and DHS policies and procedures.
2. Develops and maintains an organized system of collecting, tracking, completing, and storing records requests. Is responsible for accurate recording and completion of all records requests in a variety of formats to include electronic, email, and postal mail.
3. Effectively communicates with Division Managers, supervisors, and staff regarding procedures for completing ROI's and requesting records. Attends confidentiality meetings as necessary.
4. Maintains high discretion and protection of confidential records, as this position has access to all records held within the department (CPS Records, AODA/OWI, juvenile files, adoption files, etc.).
5. Retrieves records and information as needed across multiple databases (Luna, eWisacwis, WAMS, PC-Inquiry) and paper files in both Neenah and Oshkosh locations. Determines what materials are able to be released and what, if any, portions of the records require redactions prior to release. Redacts records following all applicable laws and department policies.
6. Verifies insurance coverage prior to releasing records for state auditing companies, as allowable by Wisconsin Administrative Code.
7. Processes authorized record checks as allowable by Wisconsin Statutes for other agencies and completes background checks for foster, adoption, and child care licenses, etc.
8. Addresses and resolves conflict and manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
9. Coordinates and trains back up records person.
10. Provides administrative support to Behavioral Health staff which may include a variety of highly confidential issues and sensitive materials; working with them on developing, updating, and maintaining requested documents.
11. Performs other related duties as may be assigned.

#### **WORK RELATIONSHIPS:**

1. Reports to Office Supervisor.
2. Works regularly with Winnebago County Human Services Deputy Director, Division Managers, Supervisors, staff, Corporation Counsel, consumers, and the public.

#### **REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:**

1. High school diploma required.
2. An Associate's degree, completion of a course of studies as a paralegal or two years or more post high school education, preferably in a legal or related setting.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Ability to multi-task and prioritize multiple projects.
2. Ability to work under pressure, maintain a positive attitude and maintain effective working relationships with customers, coworkers, the public and other agencies with a focus on customer service excellence.
3. Ability to decipher precise information that is needed from multiple sources, that is often large in capacity.
4. Ability to maintain a high level of discretion, confidentiality and integrity.
5. Thorough knowledge of HIPAA Federal and State Laws, State and Federal Laws in relation to release of information and retention of records.
6. Ability to organize work that varies in volume and urgency with frequent interruptions in a busy office setting with limited supervision.
7. Strong written, verbal communication, and listening skills required.
8. Computer skills including knowledge of eWISacwis, WAMS, PC-Inquiry, Microsoft Office applications and Adobe Pro.
9. The ability to learn new software, problem solve issues and teach other staff.
10. Ability to operate various office equipment such as imaging equipment, microfiche, shredder, copying machines, and fax machines.
11. Ability to act calmly in emergency situations and under pressure, while able to effectively address and resolve conflict, and to manage stress in a professional manner.
12. Knowledge and/or understanding in Trauma Informed Care principles and practices and a strong commitment to fostering a positive, healthy work culture.

### **PHYSICAL REQUIREMENTS:**

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, microfiche, shredder, photocopier, and scanner.
4. Ability to travel to other County departments and locations.
5. Ability to bend/lift/transport and carry relatively large/thick folders 3-8" from shelving of file cabinets and to other agency departments.