



# VACANCY ANNOUNCEMENT

**The Department of Health has a career opportunity for qualified candidates for the following position:**

Title <b>Program Specialist 1 Bilingual in English &amp; Spanish [Classified Competitive]</b>			Salary <b>P18 \$50,737.29 - \$71,553.48</b>
Posting Number <b>263-23</b>	Position Number <b>947419</b>	Number of Positions <b>1</b>	Posting Period * From: <b>04/28/2023</b> To: <b>05/12/2023</b>
Location: <b>Division of Management and Administration Office of Health Care Financing 55 North Willow Street, Trenton, NJ 08625</b>			Scope of Eligibility/Open to: <b>Applicants who Meet the Requirements</b>

## GENERAL DESCRIPTION

As part of the New Jersey Hospital Care Payment Assistance Program (Charity Care) Unit, within the office of Healthcare Financing (OHCF), under the direction of OHCF leadership, the bi-lingual (English and Spanish) Program Specialist 1 will be responsible for a variety of Charity Care programmatic functions. The Program Specialist 1 will facilitate the provision of excellent customer service by handling a high volume of phone calls from patients, patient advocates, acute care hospitals, and other stakeholders regarding the Charity Care program.

The Program Specialist 1 will also process written Charity care guidance and responses for patient and hospital inquiries via email and regular mail (in both English or Spanish) and maintain appropriate records of calls and correspondence to ensure program integrity. This will include resolving Commissioner referrals, and complex situations that arise regarding patient billing. The candidate will also provide and maintain monthly Charity care workflow statistics regarding patient and industry interactions.

Working with other members of the Charity care unit, the Program Specialist 1 will recommend revisions to Charity Care policies and procedures to adapt to changes in the healthcare industry. As part of this function, the candidate will interpret Charity Care regulations and policies for patients and hospital representatives.

The position will also revise and maintain public relations materials for the Charity Care program including the Charity Care Contact Lists, Charity Care Eligibility criteria, and other essential communications with the industry.

Applicants must be able to read, write, speak, understand, or communicate in Spanish and English sufficiently to perform the duties of this position. The selected candidate will need to pass the Bilingual Communicative Ability Test (BICAT) exam at either a level 2 (Intermediate) or 3 (Advanced) if they have not yet already passed at either proficiency.

This position may be eligible to participate in the Department's pilot telework program, which offers eligible employees the opportunity to work remotely for up to two (2) days per week, as approved by management.

## REQUIREMENTS (EDUCATION / EXPERIENCE / LICENSES)

**EDUCATION:** Graduation from an accredited college or university with a Bachelor's degree.

**EXPERIENCE:** One (1) year of experience in planning, monitoring, coordinating, implementing, modifying and/or evaluating agency programs and services.

**NOTE:** Applicants who do not possess the required education may substitute additional experience on a year-for-year basis.

**NOTE:** A Master's degree from an accredited college or university in a discipline appropriate to the position may be substituted for the experience requirement indicated above.

**LICENSE:** Appointee will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

## IMPORTANT FILING INSTRUCTIONS

If interested in this position, you can reply in one of two ways:

- Forward the required documents electronically to:  
**PSTMA@doh.nj.gov**
- Mail the required documents to:  
**Kevin Jennings, Supervising Mgt. Impr. Specialist  
Management and Administration**

### Required documents:

- cover letter
- resume
- completed application, found at:  
<http://www.nj.gov/health/forms/dpf-663.pdf>

- *Newly hired employees must agree to a thorough background check that will include fingerprinting.*
- *If you are a candidate for a position in our Public Health and Environmental Laboratories, you may be subject to pre- and /or post-employment alcohol and drug testing.*
- *If you are a candidate for a position that involves direct client care in one of the State facilities/programs, you may be subject to pre- and/or post-employment drug testing/screening. The cost of any pre-employment testing will be at the candidate's expense. Candidates with a positive drug test result, or those who refuse to be tested and/or cooperate with the testing requirement, will not be hired.*
- *In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.*
- *In accordance with N.J.S.A. 52:14-7, the "New Jersey First Act", all employees must reside in the State of New Jersey, unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey.*
- **The New Jersey Department of Health is an Equal Opportunity Employer.**
- **RESUME NOTE:** *Applicants who possess foreign degrees (degrees earned outside of the U.S.) are required to provide an evaluation indicating the U.S. equivalency prior to the closing date. Failure to do so may result in your ineligibility.*
- **SAME APPLICANTS:** *If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by the closing date indicated above. For more information on the SAME Program visit their Website at: <https://nj.gov/csc/same/overview/index.shtml> , email: [SAME@csc.nj.gov](mailto:SAME@csc.nj.gov) , or call CSC at (833) 691-0404.*