

## **Children & Youth with Special Health Care Needs (CYSHCN) Parent Liaison Job Description**

This job description includes general information on the role of the CYSHCN Parent Liaison.

**This is a contracted position with the Bay County Health department. Recipient is not a Bay County employee.** Once the contract is completed it will be available to review and sign.

This position is grant funded and expires on September 30, 2020. It pays \$18.00 hour, with no benefits.

**The grant qualifications require that the candidate be a parent of a child or youth with special health care needs and reside in Bay County.** Applicant must possess telecommunication and computer skills including Microsoft office and e-mailing capability. This position will be housed in the Bay County Health Department. Applicant must be somewhat familiar with Medicaid Health Plans, private commercial insurances and available community resources in Bay County.

The applicant is expected to work 3-4 hours weekly; some flexibility is possible with the ability to work some hours from home. In person, weekly, communication with the CSHCS nurse is necessary to review grant goals and accomplishments. The Parent Liaison works to inform and educate clients and parents of children enrolled in the Children's Special Health Care Services (CSHCS) program of eligible CSHCS services and how to access available services.

### **Duties of the CYSHCN Parent Liaison include but are not limited to:**

- Plan 2-3 educational and/or group support meetings for parents/families of children with special needs. CSHCS staff will assist, but Parent Representative takes lead role in planning and running the events. Parent Liaison will have a role in determining type of meeting, speaker, event location, refreshments, outreach, advertisement etc.
- Calling CSHCS families to inform them of program benefits including CSHCS transportation and lodging reimbursement process.
- Teach CSHCS families about the CSHCS renewal process including, updating medical and financial reports, who to contact with their insurance, etc.
- Teach CSHCS families on the importance to have up to date diagnoses and providers, and how to change providers or add a diagnosis.
- Teach CSHCS families how to navigate their health insurance to request prior authorizations for medical supplies, medical equipment and pharmaceuticals.
- Teach CSHCS families on the importance of reporting insurance/income changes throughout the year to reduce claims not being paid in a timely manner by CSHCS.
- Educate family on the Children with Special Needs Fund (CSNF) and Family Phone Line.
- Educate families on the importance of having a Nursing Plan of Care completed by Health Department Nurse.
- Explain the "Role of the Local Health Department"
- Provide families with a "who to call" flow sheet for problems/questions that may occur, starting with their local health department representative
- Create a monthly newsletter/flyers and/or post cards with the above information for a family quick reference.
- Mail post cards and/or flyers and brochures to families.
- Ensure that families complete a CSHCS program evaluation.

### **The Bay County Health Department will:**

- Teach Parent Liaison about CSHCS program benefits and support Parent Liaison in their role.
- Assist Parent Liaison with event planning activities and running the event
- Provide material and supplies, including standard office supplies, ordering brochures, and any other educational or promotional materials that can be used for outreach.
- Cover printing and mailings costs for outreach materials as well as the project evaluations.