

**Job Description**  
**Northeast Pennsylvania Center for Independent Living**  
**Waiver Services Unit Clerk**

Reporting to the Director, Waiver Services, the Waiver Services Unit Clerk performs assigned tasks which are clerical in nature, in an accurate and timely manner, to ensure continuity of services provided by the Waiver Department. These tasks support the waiver department in all their clerical needs.

**EDUCATION:**

High school diploma or equivalent required.  
Associate's degree in secretarial science preferred.

**WORK EXPERIENCE:**

Secretarial/clerical experience preferred.

**CHARACTERISTIC DUTIES & RESPONSIBILITIES OF JOB:**

Estimated

Percent of Time **ESSENTIAL ELEMENTS**

- |     |   |
|-----|---|
| 58% | Generates monthly billing, reviews and files reports, reviews consumer file checklists, and performs information and referral services for the department.  |
| 30% | Acts as a central contact for consumers when the consumers Supports Coordinator is not available, logs and tracks all incoming phone calls. Directs emergency calls to the proper Waiver Supervisor. Provides follow up with Supports Coordinator for all non emergency calls.  |
| 10% | Updates departmental attendant care excel spreadsheets. Maintains up-to-date paper files on consumers. Reviews Service Coordinator visit schedules and service notes at the end of each month. Compares and evaluates the reports generated from HCSIS to ensure any changes are reflected on the internal excel spreadsheets. Makes adjustments to files as necessary. |

**OTHER ELEMENTS**

2% Responsible for maintaining departmental supplies and serves as a back up for the Administrative Clerk and Coordinator of Waiver Support. Performs other duties as required and assigned.

**PHYSICAL DEMANDS**

Sedentary work: duties require exerting up to 10lbs. of force occasionally (10-33% of time) and/or a minute amount of force frequently to lift, carry, push, and pull items such as files. Involves bending, reaching, stooping, and lifting occasionally.

**ACCIDENT OR HEALTH HAZARDS:**

No unusual accident or health hazards in position.

**WORKING CONDITIONS:**

Works in a well-lit office area.