



JOB TITLE: Indigent Care Director
TERMS OF POSITION: Permanent, Full-Time
SALARY: Based upon Education and Experience
SUPERVISOR: District Administrator

The mission of the Winnie Stowell Hospital District (“District”) is to balance the healthcare needs of the community by assisting the low-income residents of our district in obtaining needed healthcare.

GENERAL JOB DESCRIPTION

The position is a full-time position for highly responsible administrative work directing the District’s Indigent Health Care Program (“Program”) as set forth in Chapter 61 of the Texas Health and Safety Code. The scope of work involves the following: 1) maintaining knowledge of the Program guidelines; 2) interviewing Clients; 3) processing case files; 4) reviewing, processing, and authorizing payment of claims for services rendered to Program Clients; 5) accounting of Program budgets; and 6) coordination of Program services dually with the Office assistant as well as governmental and private health care providers This role will report directly to the Administrator of the hospital district. While occasionally providing support in managing the office assistant, this position does not typically involve supervising other employees.

ESSENTIAL RESPONSIBILITIES AND DUTIES

- **Oversee and coordinate the activities of the District’s Program including:**
 - Coordinate and oversee District Program activities, including:
 - Assisting applicants with program applications
 - Interviewing applicants and clients to assess needs and determine eligibility
 - Referring clients to other agencies or healthcare resources if necessary
 - Processing case files according to program policies
 - Collaborating with healthcare providers for specialty services
 - Resolving client or provider issues
 - Auditing medical bills and approving accurate claims
 - Managing program budget and preparing monthly reports for the Board
 - Traveling within the District and statewide for client assistance and seminars
 - Assisting in policy and procedure maintenance
 - Reporting client and provider complaints for investigation
 - Ordering necessary office equipment and supplies
 - Expanding healthcare resources for established clients.
 - Must be able to share responsibilities with Office Assistant

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Required: consistent attendance;
- Must be able to attend monthly board meeting. Usual time is the 3rd Wednesday of the



month; starting at 6PM-9PM+

- Assist with office errands, e.g., post office and clinics;
- Participate in ongoing education;
- Perform additional duties as needed

QUALIFICATION REQUIREMENTS

- High school graduate or equivalent required; and
- Minimum of two (2) years' experience, or an associate degree in a related field; and
- Must be proficient in Microsoft Excel and Word.

NOTE: Any equivalent combination of education and related experience will be considered.

KEY COMPETENCIES

- Knowledge of:
 - Social service agencies and programs for referrals
 - Office operations, basic accounting, interviewing techniques, and ethical guidelines
- Proficiency in Microsoft Excel and Word for record and report preparation
- Ability to quickly learn program details, workflow, and casework processes
- Ability to:
 - Cultivate and sustain productive working relationships with clients, colleagues, management, District Board members, county representatives, representatives from other social service agencies, and the broader public.
 - Operate office equipment
 - Make sound decisions under stress
 - Use computer software and client management systems
 - Process accounts payable invoices
 - Read, understand, and communicate effectively
 - Assist with proofreading documents for accuracy
- Must work independently and maintain concentration
- Must possess a cooperative and positive attitude.
- Ability to collaborate effectively in shared responsibilities with others.

LANGUAGE REQUIREMENTS

- Effective English communication skills, both verbal and written, to ensure clear understanding across diverse backgrounds;
- Preference for candidates proficient in Spanish language.

PHYSICAL REQUIREMENTS

- Frequent tasks include talking, hearing, seeing, sitting, standing, kneeling, climbing, feeling, grasping, reaching, and carrying;
- Ability to sit or stand for extended periods;
- Required lifting: up to 15 pounds regularly and up to 40 pounds occasionally;



- Capable of performing general office cleaning duties.

SPECIAL CONDITIONS

- Required to be bondable; and
- Required to possess and maintain a valid Texas Driver License and valid Texas Liability Insurance at all times.

WORKING CONDITIONS

- May be exposed to odors and fragrances from public; and
- Occasional contact with public who may become verbally aggressive.