

LOS ANGELES UNIFIED SCHOOL DISTRICT
PERSONNEL COMMISSION

CLASS DESCRIPTION
Unit D
Class Codes

HEALTH CARE ADVOCATE	2354
HEALTH CARE ADVOCATE (ARMENIAN LANGUAGE)	2347
HEALTH CARE ADVOCATE (CHINESE LANGUAGE)	2348
HEALTH CARE ADVOCATE (KOREAN LANGUAGE)	2349
HEALTH CARE ADVOCATE (SPANISH LANGUAGE)	2355

DEFINITION

Provides liaison services to parents and District staff by assisting with the application process in regard to Healthy Families, Medi-Cal and other types of health care services for District students and their families.

TYPICAL DUTIES

- Explains to parent applicants, volunteers, and employees the overall operations of various Healthy Families, Medi-Cal and other health care services and programs as they relate to students and employees.
- Works as a liaison with parents, the Department of Public Social Services, the Department of Health Services, and District staff regarding individual student/family Medi-Cal, Healthy Families, and other application procedures to receive health care benefits.
- Provides in-service training relative to Healthy Families, Medi-Cal, and other health care application processes, bicultural communication, and human relations skills to staff, parent volunteers and other social service agencies.
- Assists in compiling information for promotional pieces and other related documents regarding health care benefits and the application process for medical benefits.
- Edits and updates forms, bulletins, letters and memoranda as they relate to the Healthy Families, Medi-Cal and other related health care programs.
- Assists parents with problem solving in the application process for health care benefits such as identifying their assigned medical facility or identifying a primary care provider.
- Organizes and presents training workshops for Local District personnel Parent Center staff, and outside agencies.
- Identifies problems in the area of health care enrollment and disenrollment, including programs such as Medi-Cal and Healthy Families, and assists with resolution by working with schools, parents, the Department of Public Social Services, Department of Health Services and District personnel.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Health Care Advocate in a bilingual designation speaks the designated language in assisting District staff and parents in solving problems among schools, parents, and other health care and public agencies regarding enrollment, disenrollment, and continuity barriers and interprets State health care guidelines to parents about qualifications for and enrollment in, Medi-Cal, Healthy Families, and other health care benefits .

A Senior Health Care Advocate provides training, technical assistance, mentoring, support and coordination to teams of Health Care Advocates; and establishes collaborative relationships with partner agencies to enhance program opportunities.

A Social Services Aide assists families served by the school in identifying and utilizing social service resources in the community.

SUPERVISION

Supervision is received from a certificated employee or higher-level classified employee. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Medi-Cal, Healthy Families, and other health programs eligibility and enrollment processes
Organization and functions of the District
Microsoft Windows operating systems
Microsoft Access, Excel, Outlook, PowerPoint, and Word
Social Service safety net programs such as the Supplemental Nutrition Assistance Program (SNAP) and Women, Infants and Children (WIC) Program.

Ability to:

Use human relations techniques to assist parents, staff, and volunteers from outside agencies in the understanding and awareness of Healthy Families, Medi-Cal and other health care eligibility issues
Use online enrollment systems to assist families in applying for health care benefits
Speak clearly and effectively in English and a designated language
Make oral presentations and communicate effectively, persuasively, and tactfully
Communicate effectively orally and in writing
Exercise discretion in the dissemination of information
Explain laws, rules, and policies as they relate to Medi-Cal, Healthy Families, and other health care enrollment and dis-enrollment difficulties or “barriers”

ENTRANCE QUALIFICATIONS

Education:

An associate's degree or the successful completion of 60 college semester units or equivalent quarter units in areas such as human services, human relations, advocacy, or health issues. Additional qualifying experience may be substituted for the required education on a year-for-year basis provided that the requirement of a high school diploma or equivalent is met.

Experience:

One year of advocacy with health related programs or Healthy Families, Medi-Cal, or other health care eligibility experience including working with staff and community members. Graduation from a recognized college or university with a bachelor's degree may be substituted for the required experience.

Special:

A valid driver's license to legally operate a motor vehicle in the State of California and the use of a motor vehicle, or the ability to utilize an alternative method of transportation.
Ability to communicate effectively in a designated language in addition to English is required for Health Care Advocates.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill and abilities. Management retains the discretion to add or change typical duties of the position at any time.

Revised
04-07-10
PJO

Updated
04-07-25
Transportation
Language Only