

2019 PROGRAM SPECIFICATION  
Lutheran Social Services of Wisconsin and Upper Michigan

PROGRAM #: 116

STANDARD PROGRAM: Clerk - Typist

TARGET POP: MH & AODA

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YEAR: 2019

UNITS: Actuals

CLIENTS: N/A

ALLOCATION: TBD

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UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HRS OF SERVICE AVAILABILITY: traditional and non-traditional work hours

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Civil Rights/Affirmative Action Policies
- Criminal background checks for staff
- Drug screening, driver's license checks and reference checks
- Human Resources Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff.
- Payment of all wages, payroll taxes, worker's compensation, social security, federal and state unemployment insurance and any and all other federal and state taxes relating to the staff
- Fair Labor Standards Act
- Withholding payroll taxes, paying unemployment insurance, worker's compensation and social security contributions
- Complete performance evaluations and discipline and maintain employment records
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
- All Provider external vacancies shall be advertised on JobCenterofWisconsin.com and Indeed.com

PROGRAM DESCRIPTION:

Vendor shall provide 2 FTE contracted staff and payroll services for the following positions:

**Clerk – Typist**

**Basic Function**

To transcribe dictation, type and perform other clerical duties for the Human Services Department.

**Duties and Responsibilities**

1. Operate word processing programs.
2. Transcribe dictation, including: intakes, psychological evaluations, doctor notes, letters, memos, narratives, miscellaneous and other written documentation.
3. Store, retrieve and update documents.
4. Meet deadlines.
5. Create template letters and forms.
6. Perform other duties as assigned by Administrative Services Coordinator.

**Supervision Received**

Receives supervision from the Administrative Services Coordinator.

**Qualifications**

- High School Diploma or GED.
- Passing score on OPAC's Language Arts, Transcription and Alphabetic Filing tests.
- Type 50 net w.p.m. with 95% accuracy.
- Two (2) years of responsible office experience.
- Experience in transcribing.
- Prompt and regular attendance

**Knowledge, Skills & Abilities**

- Working knowledge of Microsoft Word or comparable word processing application and Microsoft Outlook.
- Excellent grammar and spelling skills.
- Knowledge of medical terminology.
- Ability to work independently and be a team worker.
- Ability to deal with sensitive and highly confidential information.
- Ability to type under pressure to meet a designated deadline.
- Skill in organizing and prioritizing work.
- Ability to communicate effectively both verbal and written.

EVALUATION OUTCOMES:

1. 100% of referred candidates will meet minimum qualifications per the job description provided by Racine County.
2. 90% of vacancies will be filled within 60 days of initial posting.
3. 90% of employees will maintain a position within Racine County for the calendar year, maximizing employee retention.

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.