



2 MLK Blvd, East Tower | Atlanta, GA 30303-3159 | 404-656-4507 | www.dch.georgia.gov

Program Support Waiver Specialist

SALARY INFO:

Salary Range: \$43,268.09 – 56,868.62

Pay Grade: K

AGENCY SUMMARY:

The Georgia Department of Community Health (DCH) is one of Georgia's four health agencies serving the state's growing population of almost 10 million people. DCH serves as the lead agency for Medicaid, oversees the State Health Benefit Plan (SHBP), and includes Healthcare Facility Regulation, impacting one in four Georgians. Through effective planning, purchasing and oversight, DCH provides access to affordable, quality health care to millions of Georgians, including some of the state's most vulnerable and under-served populations. Six enterprise offices support the work of the agency's four program divisions. DCH employees are based in Atlanta, Cordele and across the state.

JOB SUMMARY:

DCH is seeking qualified candidates for a **Program Support Waiver Specialist** position within the Service and Delivery Unit of the **Medical Assistance Plans (Medicaid) Division**. This is a hybrid position that requires in-office and remote work with the approval of the supervisor. The days and frequency in the office can change at any time during employment based on the business needs of the organization.

Under general supervision of the HCBS Waiver Manager, this position will function as a key point of contact for waiver programs; have ongoing responsibility to ensure efficient and compliant administration of the programs; provide technical support and guidance for implementation of program changes as needed; and work to promote a compliance culture of accountability across case management agencies and CMOs.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Interprets program standards and procedures.
2. Educates and provides guidance to stakeholders.
3. Facilitates and coordinates meetings with stakeholders to review program rules, policy changes or revisions.
4. Reviews performance and other program requirements.
5. Monitors program operation; identifies gaps in compliance; initiates remediation; and recommends and tracks corrective action plans.
6. Supports performance and reporting by creating a reporting format; determines performance metric/data; and ensures timely submission of reporting to DCH.
7. Analyzes data and utilizes evaluative techniques to identify successes and needs.
8. Develops standard operating procedures and recommends and implements process improvements.
9. Performs other duties as assigned.



MINIMUM QUALIFICATIONS:

- Bachelor's degree in a related field from an accredited college or university **AND** four (4) years of professional job-related experience which includes one (1) year in a lead worker, team leader, or supervisory role,
- OR**
- two (2) years of experience at the lower level Social Svcs Prgm Consultant 2 (SSP041) or equivalent position.

PREFERRED QUALIFICATIONS:

- Master's degree in a related field from an accredited college or university AND ONE year of related experience
- Clinical OR programmatic experience working with waiver programs (CCSP/SOURCE/ICWP/NOW/COMP).
- Working knowledge of compliance, ethics, federal or state programs.
- Experience within Medicaid programs which includes provider relations
- Monitoring of Medicaid waiver programs.
- Knowledge of managed care and fee-for-service delivery models.
- Prior work experience with HHS/CMS.
- Advanced degree in health related, healthcare administration or business-related field.
- Strong background in Healthcare, Public Administration or another related field; or experience with policy interpretation and implementation.