DA 281-2
Rev. 4-13

State of Kansas - Department of Administration
OFFICE OF PERSONNEL SERVICES

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.
CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

Agency Number

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families	9. Position No. K0054080	10. Budget Program Number 29215	
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Service Assistant	
3. Division EAST REGION		12. Proposed Class Title	
4. Section PROGRAMS AND SERVICE INTEGRATION	For	13. Allocation	
5. Unit ECONOMIC EMPLOYMENT SUPPORT	Use	14. Effective Date	Position Number
6. Location (address where employee works) City OSAWATOMIE County MIAMI	By	15. By / Approved	
7. (circle appropriate time) **Full time XX** Perm. Inter. Part time Temp. **100 %**	Personnel	16. Audit Date: By: Date: By:	
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM To: 5:00 PM	Office	17. Audit Date: By: Date: By:	

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
Shannon Cole	**HUMAN SERVICES SUPERVISOR**	**K0064767**

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Shannon Cole	**HUMAN SERVICES SUPERVISOR**	**K0064767**

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Employee will adhere to strict deadlines in completing much of the work as it is time sensitive in nature. PPS reports must be completed within hours, EES applications must be registered within days and review forms mailed on time, and CSS documents must be handled in a timely manner. Employee will be instructed through some on-line training, manuals of computer systems, and hands-on training by shadowing a seasoned employee. Incumbent will follow Federal, State and Agency regulations in the performance of duties. Assignments will come from the Department for Children and Families, Economic & Employment Services, Rehabilitation Services, Child Support Services workers, and Supervisors in team units, but employee may be asked to assist with other teams' work assignments.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time	
	PROFESSIONAL ATTITUDE: *While performing the tasks listed below, please remember that you are a representative of the Department for Children and Families, and you are expected to:* **Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance. For example, this could be other agency employees, community partners, landlords, state and community partners, and individuals and families seeking services from the agency;* **Demonstrate an attitude of respect (i.e be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls or emails within a reasonable period of time – as defined by your supervisor or program policy), process requests for service as quickly as possible;* **Encourage individuals to identify and fulfill their own responsibilities;* **Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers;* **Provide information and service to those seeking your assistance. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them.* ***Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee of the East Region DCF.***
1 – E – 40%	Team Support (PPS, EES, CSS, RS) This position exists to provide support to a fully integrated Family Services team, and may include one or more of the following programs: Prevention and Protection Services, Child Support Services, Economic and Employment Services, and Vocational Rehabilitation Services. The position may involve direct customer interface in person, by mail, by phone, by fax, and/or by computer. Day to day duties may flex depending upon the program needs, office workload, time of month, and staff ing situation. Work requires the application of data systems, each unique to the processes involved in a variety of social and human service delivery programs. Tasks involved extend from searching data systems for relevant or matching information, entering and manipulating data, and establishing initial client profile base. Some tasks require incumbent to request or transmit information through face-to-face, telephone, e-mail, or other collateral contacts and are accomplished following predetermined policies and guidelines. Functions require analysis and interpretation of data, situations, and circumstances; incumbent must determine appropriate and correct processes to be used; and tasks are learned through formal group training, manual and policy documents, and through coaching and training by the program supervisor. (See below for examples of program specific tasks.) **Protection and Prevention Services (PPS)**: Oversees events in KIDS system for workers. Monitor timely opening of KIDS and case finding due dates. Assist with referral for Foster Care (FC) and Family Preservation (FP) to contractors, which could include completing referral form, faxing information to the providers, and preparing referral packets. Assist with transportation and monitor youth in custody pending contractor pickup. Also makes medical cards and prepare medical consents. Prepare IV-E information for referrals and provide information to IV-E staff. Follow up on information requests sent to Law Enforcement Officer (LEO), medical providers, and schools. Transport and tracks the disposition of reports and journal entry court documents within the community from police, schools, courts, and medical providers. Prepares correspondence to request information, schedule appointments, and sends required forms to families. Prepares client service agreements. Creates or assists social workers in making and/or correcting face sheets (PPS 1000) as needed and assures the information in FACTS data base matches. Completes form 3465 for youth receiving Independence Living. Monitors intakes received from Protection and Reporting Center (PRC) to assure all intakes are assigned for assessment. Assist with intake assignment roster. Maintains monthly unit tracking for assigned intakes. Assists with preliminary inquires as needed. Completes case counts in accordance with unit supervisor's instructions. Perform history checks for all adults for each assigned intake, includes CANIS, Kansas and National Sex Offender websites, Dept. of Corrections website, local court databases, FACTS, KAECSES. Assist supervisor in monitoring time and leave (PM6607s). (**See separate task for additional information.)* * Case file management: creating, filing, pulling, organizing case files as well as identifying and destroying old files per established policy.

Economic and Employment Services (EES): Supports EES program by receiving initial applications from eligibility workers, registering the application which involves inquiry of customer information in KAECSES/KSCARES computer systems, saving new customer information to create a new case number or using an existing case number if found. Process includes data entry for programs applied for, names, social security numbers and addresses, pulling old or creating a new case file. Runs and distributes reports as directed. Develops and/or maintains tracking spreadsheets for eligibility workers' statistics used for evaluation purposes and employer information. Prepares redetermination forms and mails appropriate Electronic Benefit Transfer (EBT) customer training which includes instructing and clarifying questions from customers on proper use of EBT cards. Activates EBT cards in the EBT system and assists customers with selecting the PIN number needed to access benefits. EBT cards are issued on a daily basis. Maintains supply of benefit cards and materials, and maintains equipment, logs all transactions per state and local policies. Communicates with customers, employers, providers by telephone and in person to disseminate or receive information needed to determine/re-determine eligibility for programs or in response to customer's request for information such as answering general program questions, receiving change information, and requesting appropriate verifications, copies material from the case file for customer, completes assistance verification forms (HUD, Head Start, etc.) received from other agencies/community partners, copies and mails/faxes information to Clearinghouse, etc. Obtains information needed to investigate/resolve cross-match/data match files received (e.g. PARIS report, SSN mismatch, etc.) Assists with Work Program by preparing/copying and mailing materials needed for Orientation or other meetings to CWEP workers, files materials in case files and agency records according to prescribed format. This would include picking up processed cases and filing in the appropriate location (e.g. staging area, open or closed file room) under the BPR process. Pulls and mails case files for review or ICT (e.g. Quality Assurance, Medical, Temporary Aid to Families Sample, etc.) and is also the contact for the return of the above files. Processes incoming and outgoing EES related mail. This would include matching incoming mail items to the case file, entering on the non-lobby tracker and placing in the correct staging area. Attends unit meetings, taking and distributing notes from those meetings. (**See separate task for additional information.)* * Maintains files by removing and destroying materials according to agency policy and in compliance with HIPAA regulations. Case file management: creating, filing, pulling, organizing case files as well as identifying and destroying old files per established policy

Child Support Services (CSS): Receives and reviews all automated referrals on assistance-related cases (new, reopen, or change) and applications for CSS services on non-assistance cases within three (3) business days. Prepares case file for each new referral or application and opens case on KAECSES system. Contacts clients by phone or face-to-face to explain and request any information needed to complete the application and monitors the completion and return of the information. From KAECSES system, download form 5033, med 1, request for paternity acknowledgment and letter to applicant recipient/absent parent. Search data bases to prevent duplicate person numbers and identify program participants. Set up computer case by entering information on appropriate KAECSES screens. Assemble paper case file, reviewing information to determine completeness and documenting any discrepancies. The above process may require face-to-face interviews, phone calls with customers, contacting in-state and out-of-state courts for journal entries/pay records, other states if prior TAF involvement and other agencies. Send employer and postmaster letters when new application is received. Enter employer information and update/verify address in KAECSES system when application is returned. Transfer case to appropriate case manager for assessment and establishment of case plan. Provide case management support to collection officers by obtaining information from customers, courts, and employers and updating databases. Keep supplies/forms for the workers to have access to (i.e. establishment & enforcement checklists, window envelops, stamped self-addressed envelopes, manila envelopes, Domestic Relations Affidavits (DRA), fax forms, etc.) Check daily in afternoon to gather mail, sort, stuff, and mail. Send ICT case files. Copy referral packets and mail. At the request of the caseworker, send DRA's review letters, medical inquiry letters to non-custodial parent (NCP) & custodial parent (CP) and monitor for return; contact health insurance company at case review to verify if insurance is still valid and update or record any change in health insurance. Access birth records and copy or record as appropriate. Request birth expenses. Provides CSS application packet to consumers upon request. Clean open and closed files. Purge closed files when appropriate. Complete arrearage calculations (uncomplicated). (**See separate task for additional information.)* * Case file management: creating, filing, pulling, organizing case files as well as identifying and destroying old files per established policy.

Rehabilitation Services (RS): Register and track new customers. Enter new RS applications into KMIS computer system. Access client process menu, choosing client application/create new application. Enters data on screen, searches all information available to determine appropriate entry when edit does not match specifics on screen requirements, and searches for other program involvement. Set up new case files. Send out initial contact letter with appointment and releases/W-9 to client. Create narrative sheet noting guardian

	name and address (if applicable) and if so, obtain signatures on all appropriate forms and correspondence relating to the customer. Make sure authorization to release information forms are in order, if not, obtain same. Send out to medical facilities/agencies to request records with mental health/medical questionnaires to support disability. Call to set up examinations, assessments with doctors' offices/agencies and send letter to client with all pertinent information. May be necessary to hand deliver referrals and service authorizations to providers and pick up reports and other documentation. Process service authorizations/payments. Set up RS application packets. File documents as needed.
2- E - 30%	**Participation in Team Rotation Support:** Performs receptionist duties for the office as part of team rotations and is considered to be the first backup for reception. Greets customers in a courteous and professional manner, treating each person with dignity and respect. Presents a pleasant, positive attitude that will promote comfort and safety to all customers/visitors and goodwill among employees. Promotes good public relations between customers and all agencies. Determines the customer's needs and refers customers to appropriate person for assistance, or takes the necessary information to make an appropriate referral for the customer. Maintains strict confidentiality. For customers needing EES related services (e.g. cash assistance, TANF, child care, medical assistance, food stamps) enter appropriate information onto the lobby tracker and inform customer of the next step. Answers and transfers telephone calls using multiline telephone system with calls answered in a courteous and professional manner and/or transferred expeditiously. If intended recipient is unavailable, transfer to voicemail or take a message. If caller does not wish to leave a message, ascertain the nature of the call and transfer to someone who is available.
3 – E – 20%	***File Management:** Case file management can consist of creating, filing, pulling, organizing case files and the information in those file as well as identifying and destroying old files/information per established policy for all program.
4 - E - 10%	**Other Duties-As Requested:** Maintains Supplies: Monitors supply inventory by periodically and routinely performing on-site inventory of office supplies and orders supplies as directed and by prescribed office policy. Fiscal Management: Functions are performed to ensure the accurate and timely receipting, recording, securing and transfer of monies and other securities in order to ensure that such handling reflects practices of the highest integrity and are carried out through pre-determined and established policies and procedures. Process Incoming & Outgoing Mail: Opens, date stamps and determines the appropriate routing of all incoming correspondence, forms and other materials. Insures the timely mailing of outgoing mail, to include transporting to the Post Office. Maintains postage machine, and supplies and keeps track of and/or requisitions postage as needed to insure sufficient amount to maintain office operation. (The tasks above are examples of other duties and are not intended to be all inclusive) All above assignments are reviewed randomly by the supervisor and through quality assurance reviews for conformance and accuracy.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
   ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
   ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
   ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

   b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.
   Title **Position Number**

23. Which statement best describes the results of error in action or decision of this employee?
   ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
   (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
   ( ) Major program failure, major property loss, or serious injury or incapacitation.
   ( ) Loss of life, disruption of operations of a major agency.
   Please give examples.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Contacts are made daily with general public, contractors/providers, clients (customers), co-workers representing supervisors and administrators; and, rarely, court officials for the purpose of extracting or imparting information.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Work environment is that of atmosphere of a business office. Heating, cooling, lighting and ventilation are generally good. Incumbent may spend several hours per day using personal computer and other office machinery which may cause eye or muscle strain. Incumbent is generally free to get up from work station.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

FAX, personal computer, telephone, copy machine, postage machine Ball used daily, state vehicle – occasionally

PART III - To be completed by the department head or personnel office

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education – General – High school diploma or equivalent

Education or Training - Special or professional

License, certificates and registrations

Special knowledge, skills and abilities

Must have the ability to establish and maintain productive work relationships with clients and other employees;
ability to communicate effectively; ability to understand and interpret written materials, oral as well as written instructions; ability to perform basic arithmetic computations; ability to make basic decisions, maintain self-control in stressful situations, and take appropriate actions; and the ability to relate to and understand problems and needs of disadvantaged persons.

Experience - Length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

The work requires light physical exertion. The employee may be required to perform handling activities (stooping, bending, lifting) with lightweight or easily moved items (e.g. books, file folders, boxes of office supplies, small machine parts, etc.); perform moving activities for brief periods; operate light equipment; perform repetitive motions for brief periods. Daily use of a computer may be related to some physical discomfort and eye strain. This position is required to communicate verbally in order to work with external and internal customers, and uses a PC in order to gather and enter data; may be required to operate a motor vehicle to travel to/from required meetings.

Signature of Employee Date	Signature of Personnel Official Date

Approved:

Signature of Supervisor Date	Signature of Agency Head or Appointing Authority Date