

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION () EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children and Families		9. Position Number K0067295		10. Budget Program Number 29210	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Services Consultant –EES		
3. Division West Region			12. Proposed Class Title		
4. Section Integrated Service Delivery			13. Allocation		
5. Unit Economic & Employment Support Commission			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City Liberal County Seward			15. By _____ Approved		
7. (Circle appropriate time) Full Time X Perm Inter Part Time Temp %			16. Audit Date: _____ By: _____ Date: _____ By: _____		
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM AM To: 5:00 AM/PM PM			17. Position Reviews Date: _____ By: _____		

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

- This position serves as a lead worker and along with the EES Supervisor of the Regional Service Center, provides support to staff completing EES work. A portion of this position involves EES case management work. Another portion will assist the Supervisor in a Regional Service Center with training, resolution of problem cases, and will carry substitution and back-up responsibilities for the supervisor and other staff due to vacancy, illness, vacation, or administrative leave.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality 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: Cindy Swanson **Title:** EES Human Services Supervisor **Position Number:**
 Who evaluates the work of an incumbent in this position?
Name: Cindy Swanson **Title:** EES Human Services Supervisor **Position Number:**

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

- Work is performed under general direction of the EES Supervisor within established federal and state laws, rules and regulations and agency policies and procedures. Work is controlled by occasional review and by reporting to or consulting with the EES Supervisor. Workers at this level experience a considerable amount of independent judgment. This work involves a variety of unrelated processes that require planning and carrying out a sequence of action plans. General guidance will be provided verbally and in writing by the Supervisor, and the Program Manager, in memorandum form and e-mail through manuals, program clarifications, face to face and phone conferences. Directions will be general in nature and incumbent will be expected to plan and carry out assignments with little supervision

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

21. Describe the work of this position using this 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 (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E O R M	
			In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision, and Guiding Principles of the agency to peers, customers and the public. Identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency. Understand and provide excellent customer service both internally and externally at all times. Serve as a positive role model and work cooperatively with peers, staff, customers, community partners and the general public.
1.	30%	E	<p><u>1. TRAINING/ WORKER SUPPORT</u></p> <ul style="list-style-type: none"> Assesses, identifies needed training and provides orientation and training for line staff, including new employees, regarding laws, rules, and policies and procedures related to administration of agency programs. Provides support and guidance for staff to ensure the accurate, thorough, and timely input of information into the information systems needed to administer agency programs. Utilizes policy clearances, manuals, directives and locally prepared training materials, and their own extensive work experience to implement this training. Serves as back up in coordinating integrated staff to resolve difficult cases.
2.	20%	E	<p><u>2. SERVICE DELIVERY COORDINATION</u></p> <ul style="list-style-type: none"> Evaluates, analyzes and interprets data for the purpose of identifying problems and recommending corrective action. Assists in planning, developing and monitoring corrective action plans for the purpose of meeting federal compliance requirements. Coordinates service delivery between programs. Assists supervisors in monitoring the unit's accomplishment of program outcomes utilizing caseload and management reports, case readings, and observation. Assists the agency in continuous improvement by completing case readings and assisting in the development and implementation of improvement plans.
3.	20%	E	<p><u>3. LEAD WORKER IN PROVIDING SERVICES TO CUSTOMERS</u></p> <ul style="list-style-type: none"> This position provides services to customers acting as a lead worker performing essentially the same or similar work as those overseen. This includes case management and assessment, eligibility determination and employment verification. Substitution and back-up responsibilities for the supervisor and other staff due to vacancies, illness, vacation, or administrative leave. Substituting for a supervisor may entail consultation on evaluations of staff to be carried out in accordance with DCF guidelines. Will review and expedite resolution of problematic, unusual or unique cases.
4.	15%	E	<p><u>4. INFORMATION MANAGEMENT</u></p> <ul style="list-style-type: none"> Consults with Supervisor and Program Administrator to interpret policy and then ensures policy is distributed to staff and implemented correctly. Provides support and guidance for staff to ensure the accurate and timely input of information into all the information systems needed to collect data for eligibility determination. Receives new policy information from Supervisor, policy development website, through e-mail etc., and serves as back up to distribute to staff. Coordinates with Supervisor to review and analyze information to determine trends in how eligibility is determined, who is applying, and other relevant factors.
5.	15%	E	<p><u>5. AREA MANAGEMENT</u></p> <ul style="list-style-type: none"> The Human Services Consultant attends and participates in all unit meetings scheduled by the supervisor. Participates on teams with other EES staff to review service delivery model, share information and make recommendations regarding changes needed to determine if federal and state laws and regulations are being followed. Researches, analyzes and evaluates customer compliance issues using monitoring procedures to determine if a problem exists and/or can be resolved. Plans and implements a problem resolution strategy which may include, but is not limited to; conciliation process, good cause determination, mediation or negotiation, denial of eligibility, modification of plan or services, referral for sanction or fair hearing process. Compiles evaluative reports citing exceptions to procedures used by field staff, court trustees, and contract staff providing services to customers. Maintains various statistical data and provides reports to the supervisor as requested. Completes other tasks as assigned by the Supervisor, Program Administrator and Site Manager. Review is through periodic reports, outcome statistics, case review and conference. Work is reviewed by the EES Supervisor for effectiveness, timeliness, and accuracy.

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

- Consequences of actions or decisions at this level are significant and misinterpretation of policy or failure to perform essential functions could have an adverse affect on the customer. Failure to observe procedures could result in violation of state and federal laws and regulations.

23. 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 class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

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

- Employee will have daily contact with individuals, families and other agency personnel. Frequent contacts with the general public, community organizations, courts, law enforcement agencies, and community service providers. Communication techniques and well developed communications skills are important requirements for this position as they will motivate, make presentations, and achieve solutions of problems.

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

- This employee will be involved with customers under stress and may have contact with angry, hostile program participants on occasion. The normal risk of traveling on Kansas highways would occur on occasions where travel is required. The work environment involves normal everyday hazards or discomforts typical of offices, meeting, and training rooms.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

- Computer, KAECSSES and other related systems - daily
- All general office equipment and machines - daily
- State Vehicle - daily

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Five years experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post secondary education may be substituted for experience as determined relevant by the agency

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

- None

C. List preferred education or experience that may be used to screen applicants.

- Experience in caseload management and eligibility determination.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

- The employee in this position may be required to travel regularly to outlying counties to perform job functions. Requires work seated at a personal computer for fixed or extended periods of time. Position requires stamina and high energy. The employee in this position must be able to handle stress.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

- The employee in this position will need to have knowledge of the office safety plan. A confidentiality policy is required to be followed when working with clients.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing Authority

Date