DA 281-2 State of Kansas - Department of Administration
Rev. 4-13 **OFFICES 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 Office 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. K0071286	10. Budget Program Number 23641	
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Service Specialist	
3. Division Family Service		12. Proposed Class Title	
4. Section Economic and Employment Services	For	13. Allocation	
5. Unit Kansas City Region	Use	14. Effective Date	Position Number
6. Location (address where employee works) City Lawrence County Douglas	By	15. By / Approved	
7. (circle appropriate time) Full time **X** Perm. **X** Inter. Part time Temp. %	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? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name **Title** **Position Number**

Who evaluates the work of an incumbent in this position?

Name **Title** **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.

This position collects and analyzes information required to determine eligibility and monitor changes in circumstances of households to determine continued eligibility and the amount of benefits; investigates questionable situations and notifies appropriate departments/agencies of discrepancies identified; refers customers to appropriate services.

Supervision of experienced workers is minimal. Specialists are expected to function independently in most customer contact and decision making. The specialist has complete responsibility for committing agency funds and for taking correct action based on federal and state regulations.

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 and Identity 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 of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	The incumbent is expected to demonstrate a commitment to customer service and cross program communication. The incumbent will work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community.
1.	E - 30%	**Business Process Management Service Delivery** Employee will complete work using the Business Process Redesign. This position is responsible for assuring service delivery is completed in a expeditious and accurate manner for the differing EES programs. This Human Service Specialist will be assigned to a specific functional team (FS/Med application, TAF/CC application, Review/IR, Pending/Changes, Long term care or work programs) and complete the work and processes set forth in the Kansas Business Process Management Manual pertaining to team assigned to. The functional teams will rotate work assignments at a time as decided by the supervisor. When not working out of a specific color, the worker will work the lobby/non-lobby as set forth by the KC Regional procedures. These tasks are monitored constantly by the team supervisor both visibly and by the reports generated daily.
2.	E – 30%	**Timely and Accurate Service Delivery** Screen applications to determine possible program eligibility for assistance programs including Food Assistance, Temporary Assistance for Families, Medical Assistance and Child Care. Complete an initial assessment worksheet for work programs status and make referrals to any community partners. Conduct an interview with the consumer and request all information needed to process the application. Use agency provided systems to check status of customer's pending or ongoing income from Unemployment Compensation, Social Security and Supplemental Security Income. Gather and interpret eligibility based on established resource and income guidelines. Process any expedited benefits within timeliness guidelines. Complete all application processes also within the proper guidelines. Document all case actions and use budgeting worksheets to determine correct income, expenses and child care hours. Complete a work program assessment within the timeliness guidelines and refer customers to the correct component and authorize any child care and support services needed to remove any barriers to self-sufficiency. Process interim reports for Food Assistance and annual reviews for Temporary Assistance for Families, Child Care, Medical Assistance and Food Assistance. Obtain ongoing verifications to complete required actions. Complete all case corrections for supervisor, Quality Assurance, Management Evaluation, and Performance Improvement in a timely manner. Utilize reports to manage the timely and accurate processing of applications, reviews and changes. With mandatory work program teams, staff will make monthly contacts with consumers to check on progress in the assigned component. Take action on any non-compliance for Work Programs by requesting good cause and closing Temporary Assistance for Families case if necessary.
3.	E – 20%	**Policy and Procedure** Analytical thought is necessary for dealing with complex data and situations which require the analysis and evaluation of data in the rendering of conclusions. Determination of eligibility is accomplished by analyzing, interpreting and applying numerous complex policies and regulations to the consumers' unique situation. Utilization of fundamental accounting principles and a general understanding of legal terminology and principles are necessary in analyzing, quantifying and applying policy. Develop employment and training plans for a consumer which addresses their social, family and vocational needs by making appropriate referrals for community and state agency services and by counseling the consumer to identify and address other barriers. Interpretation and application of complex state and federal regulations is necessary in making determinations of eligibility. Accurate records must be maintained to provide accountability for the expenditure of state and federal funds.
4.	M – 10%	**Professional Development** Participate in mandatory training on policy and procedure. Attend unit meetings and conferences. Demonstrate the ability to work independently by utilizing all appropriate policy and procedure manuals, policy clearances and training resources.
5.	M – 10%	**Special Assignments** Work on special assignments and duties as needed

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.

Name	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.

Failure to perform essential functions would cause severe financial and emotional hardships for a customer and could result in the loss of federal funds and/or other fiscal sanctions to the State of Kansas.

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

This position involves daily contact with agency consumers, agency employees, other social service agencies, community resource agencies, government officials and the general public in order to determine assistance eligibility for consumers. Makes referrals to/and coordinates access to other services within the community for the consumers. Daily dissemination of information regarding state and federal regulations as well as agency programs, policy and procedures

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

This position may encounter hostile, angry or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in the determination of eligibility due to the limitations of the programs and resources to effectively resolve consumers need for help. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset consumers.

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

Computers, telephone systems, copy and fax machines are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to consumers. Some positions may require the use of computerized switchboard systems.

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

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

Education –Social Work, Sociology, Business

High school diploma or equivalent

Education or Training - special or professional

Post-secondary Education

Licenses, 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

Four years of 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 QUALIFICATION**

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.

Experience interviewing clients for eligibility for a program/service.
Experience with detailed documentation from information received from clients/collateral contacts.
Experience with interpreting guidelines regarding an agency's programs.

Significant time is spent both in customer contact, collateral contacts and in documentation using paper and computer files. Consumer contact will be either face-to-face or by telephone. Extended periods of time may be spent inputting data in computer systems. Collateral contacts may be on the phone or by correspondence. All activities are directed toward determining consumer eligibility or in updating knowledge of the specialist on changes in policy and/or procedures..

Signature of Employee Date

Signature of Personnel Official Date

Approved:

Signature of Supervisor Date

Signature of Agency Head or Appointing Authority Date