

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 SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department of Social and Rehabilitation Services	9. Position Number K0077629	10. Budget Program Number 23311
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Services Assistant
3. Division West Region	12. Proposed Class Title	
4. Section Administration	13. Allocation	
5. Unit Resource and Referral	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City Goodland County Sherman		15. By _____ Approved
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp % 100%		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 is part of a service delivery team, responsible to provide quality customer service while performing a variety of tasks. Tasks include gathering and disseminating agency and program information to customers, gathering customer information, and making appropriate referrals to appropriate program team within the agency and/or to community resources. The incumbent will also accept, record and refer allegations of adult and child abuse/neglect to a screening worker, set up case files, manage data systems within a variety of programs and agency guidelines including Economic & Employment Services, Rehab Services, and Child Support Enforcement. Meet all agency time lines and assist professional staff in providing services to help individuals reach their goals for self sufficiency.

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: Francis Hawpe **Title:** Facilities Manager **Position Number:**

Who evaluates the work of an incumbent in this position.

Name: Francis Hawpe **Title:** Facilities Manager **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

- The incumbent works under general supervision, receiving some instructions specific to the case, but will have a basic working knowledge of the program for which clients apply. Some specific instructions will and may be given, however, the incumbent may establish and develop work practices, methods and procedures which enhance the goal of understandable communication with clients. Specific rules and standards are well established for case management and documentation. The employee will be required to function independently to meet numerous deadlines. Organizational and analytical skills are required. Instructions, assistance, goals, consultations and objectives will be provided by the supervisor. The work completion and final outcome will be monitored for accuracy and timeliness according to manuals, clarifications, Federal and State regulations and State or Area procedures. Training will be provided to assist the employee in learning policy and procedure. Unit meetings, conferences, and reports will be used to provide and evaluate goals, results and performance.

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, customer and 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, serve as a positive role model, and Work cooperatively with peers, staff, customers, community partners and the general public.

1. 40% E

Reception/Information Responsibilities

- Greets agency customers or answers phone in a friendly, courteous, and professional manner so that a good working relationship begins at the point of contact for the customer. Answers a multiple line phone promptly and courteously. Solicits the needed information for referral to the appropriate staff or records concisely in message form, the information received. These actions are necessary for good communication and proper action in regard to case management. Assesses the customers needs by listening to and questioning the customer to determine the appropriate program(s) to which the customer may need to be referred.
- Gathers the appropriate program applications, forms, and informational brochures to give to the customer for completion and review in the application process. Explains to the customer the respective eligibility requirements for program(s) the customer may be applying for to assist the customer in determining their needs and requirements for eligibility or review. This will require a general knowledge of all agency programs.
- Solicits from, copies, and returns to the customer in an efficient and professional manner necessary documents used for determining eligibility in the application or review process. Forwards all copies to the assigned Case Manager.
- Ensure walk-in appointments are scheduled as necessary for customers by utilizing general office procedures.
- Determines the level of appropriateness for handling customer questions, problems, or complaints for the unit by using good judgment and handling each situation with expediency. Refers customers to the appropriate staff.
- Procures, updates, and disseminates information from the Resource Directory to the customer when agency resources are not available to or cannot meet the need of the customer. This can be accomplished verbally, in writing, or by completing local referral forms provided by other helping agencies.
- Collects all necessary information on the intake form for Child Abuse/Neglect reports.
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2. 30% E

Economic & Employment Support Program Responsibilities

- Registers all program applications on the KAECSES/KsCares computer system according to guidelines of the programs and the KAECSES/KsCares User's Manual so that Case Managers can process the necessary case work and determine benefit eligibility.
- Assesses each FS and MA application for qualifying criteria that could make it necessary to offer expedited services to the customer.
- Reviews and screens each all applications for completeness.
- Generates notice from the KAECSES/KsCares computer system to sent to customers regarding incomplete forms or lack of verification information.
- Gathers and issues forms and information material to send to customers for completion in the TAF and FS, MA and CC annual and semi-annual review process. This is done with the assistance of a report and labels generated by the SARS system and Central Office (CO) and is necessary to assist the Case Manager in completing the review process.
- Searches, selects, and copies from the KAECSES and KsCares computer systems all necessary screens that will assist the Case Manager in meeting policy requirements for documentation in case files.
- Generates work program support payments from vouchers/bills received for authorized purchases in the KAECSES/KsCares system. This is a required step in assisting Case Managers to meet the employment needs of the customer.
- Checks, re-calculates, and originates for the unit all CDC payments that have been authorized by the Case Managers. This process will need to be done on Friday of each week so that all payments keyed will be issued in one payment.
- Manages and directs the assignment of cases in the "99" caseload in the KAECSES system by processing daily the cases that are transferred in to that caseload from other workers or SRS areas. This is accomplished by using the determined distribution plan for the unit.
- Generates the VISION or Medical card for TAF, FS, or MA customers with computerized equipment so that customers may access cash or food stamp benefits through the Electronic Benefit Transfer (EBT) system, or health care as needed.
- Trains customers in the use of the EBT card for benefit access by utilizing videos and pre-printed materials.
- Activates the EBT card for the customer by authorizing selection of the Personal Identification Number (PIN) so that the customer may access benefits authorized to them.
- Initiates appropriate forms and originates case maintenance duties by using the KAECSES and KsCares computer systems when customers report case information changes so that information systems may be kept current at all times. All forms should be forwarded to the respective Case Manager in a timely fashion.
- Searches the KAECSES, KsCares, FARMS, EATSS, MMIS, KDHR - BARI & BASI, EBT, SARS, and the FACTS computer systems by using the inquiry process to access customer case information to answer questions related to benefits and case status. Case Managers may also request assistance from office support staff in searching for case information to expedite case processing.
- Checks with Health Insurance Companies to verify medical coverage, types of service, and beginning date of policy so that third party medical coverage information can be added to the computer systems correctly to speed up payments to providers.

3. 15% E

4. 10% E

5. 5% M

- Serves as an advisor to other Human Service Assistant staff in regard to EES program systems issues. This can be accomplished by using verbal or written communication skills.
- Types letters, documents, reports, or other materials requested by the unit supervisor
- Maintains and files appropriately all reports, printouts, manual material and any other documents used by the unit supervisor for management purposes.
- Organizes and monitors retention of all records and closed case files as per instructions received from policy manuals and regional office direction.
- Enters, preserves, and updates information timely and accurately in a personal computer that houses data for management of programs, staff caseloads or other information needed by the unit supervisor.
- Transcribes notes taken at unit meetings to provide minutes and record actions discussed and decisions made.
- Registers and remits all money received into the agency by using proper forms, filling in appropriate PCA and sub-object codes, and forwarding to the fee fund or wards clerk as per instructions to insure money is handled according to policy.
- Secures negotiable items under lock and key as office procedure dictates to prevent the possibility of theft or loss.
- Collects, opens, date stamps, sorts, and distributes all incoming mail on a timely basis so that case actions and daily work flow proceeds in an efficient manner.
- Gathers and delivers mail from the general point of mail collection in the office as per general office procedure.
- Registers customers to vote to meet state statutory requirements. Accomplishes this by using designated forms and forwards all necessary paperwork and reports to the County Clerk's Office.

Other Duties as Assigned

- Other duties as assigned by Supervisor, Program Administrator, West Region Leadership Team member, or Regional Director.

* 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.

- Customers could be inadequately informed and may not receive needed services. Failure to observe procedures could result in violation of state and federal laws and regulations, loss of eligibility for services and the agency would suffer from negative community relations that could result in loss of program funding or lawsuits. In dealing with program assistance, case records and documentation could be lost which would result in case management errors. AFDC cases and NON-ADC cases would not get opened timely and change in the status of cases would be delayed causing distribution errors. Correspondence would not be typed and mail would not be distributed in a timely manner causing possible case errors and delays in case actions. Failure to follow job requirements could result in loss of employment for the employee.

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?

- This employee will be involved in interactions with families or personnel who request services and/or want to report child abuse neglect allegations. The position will have frequent contacts with the general public, community organizations, absent parents, applicant recipients, who call for information regarding their situation. Communication techniques and well developed communications skills become important requirements for this position.

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

- Normal office risks and discomforts, which are minimal.
- Constant and continual contact with customers(public) often people in crisis, or families in unfavorable circumstances. Customers may be or become hostile, irritated, unhappy or belligerent as a normal circumstance from time to time.
- 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.

- Personal computer (daily) with state access for state data systems, internet and e-mail, copier (daily), fax machine (daily), telephone (daily), general office equipment, as well as a state car while using agency security policy.

PART III - Education, Experience and Physical Requirements Information

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

- High School diploma or equivalent

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).

- Valid Kansas Driver's License.

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.

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

- Reception experience in a professional setting
- Ability to support staff with good communication skills, precise language skills, accurate grammar skills, and developed tracking methods.
- Work experience in direct customer service.
- Routine work experience in office support/clerical work including basic computer skill and software application skills.

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

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

- A confidentiality policy is required to be followed. This position is responsible to understand agency and site procedures in emergency situations such as fire, flood, tornado and hostile threat. Disaster plan in place that would be used is established for the West Region SRS Area with specific site procedures.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date