

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 Identify 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 | This position performs a variety of tasks to analyze customer information, determine eligibility for DCF services, authorize the disbursement of funds for clients, manage and maintain an assigned case load consisting of multi-programs, and disseminate and interpret program information. PPS payments programs within the regional Support Services process. This involves social security payments for children and payee issues, WARDS accounts, CSE referrals, Independent Living Subsidy, Permanent Custodianship and Adoption Subsidy. The employee will contact employers, providers, public and private agencies, contractors, businesses, attorneys, and financial agencies, to determine location, income and resources of the child in State's custody. |
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| 1. 35% | E | <p><u>Eligibility Determination</u></p> <ul style="list-style-type: none"> — Provides accurate and timely eligibility determinations and reviews for one or more Federal and State programs through analysis, interpretation and application of numerous complex policies and regulation. — Implements Federal (Title IV-E) or State General Assistance (GA) funding for Foster Care, JJA, Adoption, Independent Living and Family Services. — Assesses and verifies information obtained from family and other sources. — Investigates case details to gain adequate information necessary for eligibility decisions. Information is gathered through the use of available computer information systems, research of records provided by clients, and community sources. — Utilizes fundamental accounting principles and general understanding of legal terminology and principles to analyze, quantify and apply policy. — Obtains appropriate information and documentation using the application, collateral interviews, phone contacts, internal and external collateral contacts or written verifications. — Completes all required documentation to open, review, update, transfer and close Foster Care and Family cases on all PPS systems (KAECSES, MMIS, FACTS, etc.). — Determines IV-E eligibility for children participating in and /or receiving social services passed on information obtained and PPS Policy and Procedure. — Authorizes services in accordance with case plans and notifies the assigned social worker of client eligibility, changes in eligibility and consults with the social worker and supervisory if necessary. |
| 2. 25% | E | <p><u>Caseload Management</u></p> <ul style="list-style-type: none"> — Conducts and completes case reviews, including the review of all client service agreements for accuracy and spending limitations/conditions. — Corrects eligibility case reads within 10 working days. — Organizes and manages caseload using computer, information systems, alerts, system data and reports. — Plans, implements and updates time management strategies to ensure the quality, quantity of timely completion of job duties. — Receives information from other agency staff, stakeholders, courts, and other sources and shares the information as necessary with a variety of stakeholders, professional staff, public and private agencies, child welfare service providers, courts, employers, businesses, attorneys, financial agencies, JJA cases managers for the purpose of updating status and redetermining eligibility. — Takes necessary action when new information is discovered or reported and to resolve client concerns. — Transfers files to other DCF offices as needed — Collaborates with other DCF staff in the investigation, determination and collection of overpayment of benefits or resolution of the underpayment of client benefits. — Coordinates with DCF Central Office, DCF Regions and other Federal and State agencies to resolve issues with PPS systems (KAECSES, WARDS, Social Security, etc.). |

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| 3. 20% | E | <p><u>Support Services Authorization</u></p> <ul style="list-style-type: none"> — Authorizes DCF service support payments to clients and child welfare providers according to established State of Kansas, DCF and PPS data and payment systems. — Reviews accuracy and timeliness of payments according to established agency guidelines. — Determines disbursement, conservation and monitoring of benefits received by youth in DCF custody, including the establishment of WARDS accounts. |
| 4. 20% | E | <p><u>Communication/Documentation</u></p> <ul style="list-style-type: none"> — Responds to inquiries regarding IV-E Eligibility determination processes received from DCF staff based on information contained in the cases file. Information provided in a courteous manner. — Documents contacts, activities and all case specific information in all files and correspondence in a timely, concise, clear and factual manner and in the required format — Information maintained provides verification, evaluation of quality of services rendered, justification for case action(s) taken, and determination of client success or need for further services. — Maintains clear and timely records of eligibility for PPS programs. Maintains IV-E database. — Utilizes professional writing skills and maintains confidentiality of information. — Generates information and provides technical assistance related to Foster Care cases. — Receives, interprets, understands and effectively communicates DCF, PPS, Federal and State policies and procedures. — Maintains reference manuals and all resource materials. — Models behavior expected of others and ensures relations with teams within the region, other regions and PPS Central Office are constructive; demonstrate mutual support, trust, and respect and values diversity. — Attends and participates in agency related training and attends workshops to enhance skills necessary to perform tasks related to the position. — Demonstrates open, honest, respectful and professional communication, encourages constructive expression of differing viewpoints. — Adapts communication style and approach to meet the needs of the situation. — Effectively communicates policy, the agency's mission, vision and goals to fellow staff and stakeholders |

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.
- 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.

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 poor community relations all resulting in loss of program funding or lawsuits. Failure to follow job requirements could result in loss of employment for the employee.

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

Employee will have daily contacts with other agency personnel and frequent contacts with the general public, community organizations, courts, and law enforcement agencies, members of multi-disciplinary teams, community services providers and other to gather additional information, to determine eligibility and conduct reviews. Contacts are in person and by telephone.

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

Normal risks associated to working in an office environment. Must be able to travel, operate a motor vehicle, and be away from their home or office for periods of time when attending meetings, trainings, and conferences. There will be on-going interactions with child welfare providers, courts and other Federal, State, Public and Private agencies involved with DCF clients.

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

Daily use of computer system, spreadsheet and database applications, printers, copier, fax machine, calculator, telephone, all general office equipment, and vehicle to travel for business is required.

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 - General

Education or Training - special or professional

Licenses, certificates and registrations

Valid Driver's Licenses

Special knowledge, skills and abilities

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 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.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date