DA 281-2 (Special)
Rev. 9/94

State of Kansas--Department of Administration
PERSONNEL SERVICES

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 Office of Human Resources. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: [ ] NEW POSITION [X] EXISTING POSITION

PART I-Position Information

1. Agency Name
Department for Children and Families

9. Position Number

10. Budget Program Number
24241

2. Employee Name (leave blank if position vacant)

11. Present Class Title (if existing position)
Human Services Specialist

3. Division
Economic & Employment Services

12. Proposed Class Title

4. Section
Economic & Employment Services

5. Unit
Generic

6. Location (address where employee works)
City: Wichita County: Sedgwick

7. (Circle appropriate time)
(Full time) (Perm.) Inter.
Part time Temp. %

8. Regular hours of work: (circle appropriate time)
FROM: 8:00 AM/PM TO: 5:00 AM/PM

For Use By Personnel Office

13. Allocation

14(a). Effective Date

14(b). FLSA Code

15. By Approved

16. Audit
Date: By:
Date: By:

17. Position Reviews
Date: Date:
Date: Date:

PART II-Organizational Information

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

This position collects and analyzes information required to determine eligibility and potential effect on benefits or services, investigates questionable situations and notifies appropriate departments of discrepancies identified and refers customers to appropriate services.

18(b). 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
	EESS Supervisor	

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Same		

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.

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

d) 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 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 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 en employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incidental or minimal part of the position.

Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer services. Uses free time as available to assist other staff in the completion of work assignments: perform other tasks as assigned by the Unit Manager. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, customers, and the general public. Adheres to appropriate standards of conduct regarding the use of leave, reports to work on time and in the designated fashion.

The incumbent of this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The incumbent has been trained in the provision of the HIPAA Privacy Regulations as the relate to the duties of this position and has signed a confidentiality agreement.

This position will participate on Integrated Service Teams (IST) which may include team meetings, working collaboratively to find solutions to customer problems and completing work assignments in a timely manner. This position uses program expertise and involves other team members in exploring options; works toward the goal of the team and need(s) of the customer as paramount; ensures relationships among team members are constructive and demonstrate mutual support, respect, trust, openness and values diversity; utilize a Family Centered approach in exploring positive outcomes.

No.	%	E or M	
I.	25%	E	Interviewing and Assessment - Interviews customers to ensure correct eligibility for participation in program services by obtaining relevant and required information. This requires the use of a variety of specialized interviewing skills to recognize and accommodate persons with varied levels of education, ethnic and cultural backgrounds, language development skills and mental limitations. Provides ongoing assessment for job-ready customers with special needs as well as non job-ready customers. Assists with goal setting, identification of social service needs and development of time lines for completion of activities. Counsels customers to empower them to develop strategies related to their employment goals and self sufficiency. Establishes and enters into written self-sufficiency contract with participants. Selects and refers appropriate candidates to special work and training projects. Informs the customer of their rights and responsibilities.
II.	35%	E	Eligibility Determination - Determine initial and continuing eligibility for employment support services including cash, medical, food stamps, and child care assistance. This determination is accomplished by analyzing, interpreting, and applying numerous complex policies and regulations to the customers= situations. Investigation of the customers= circumstances through the use of available computer information systems, researching records provided by customers, community sources, and home visits when necessary provide the information upon which eligibility decisions are based. Utilization of fundamental accounting principles and general understanding of legal terminology and principles is necessary in analyzing, quantifying, and applying policy. Operation of a computer is essential to document eligibility decisions and caseload management.
III.	15%	E	Monitoring - Monitors and evaluates the progress of customers in the activities to ensure the completion of their plan. If the customer is not in compliance with program guidelines, will determine conciliation and/or if penalty is warranted, and will counsel customer toward resolution.
IV.	10%	E	Referrals - Advocates for the customer by assessing customer needs, exploring alternatives and referring the customer to appropriate services and the community to address those needs. Develops a working knowledge of community agencies and resources as well as other state and local programs in order to assist customers in accessing these services.
V.	10%	E	Interactions - Uses active and reflective listening skills, a non-judgmental attitude, and understanding of human behavior, especially in terms of how poverty affects behavior, in order to establish a positive working relationship with customers being served by creating an atmosphere in which human dignity is preserved. Develops and maintains positive working relationships with all internal and external customers.
VI.	5%	M	Training - Attends mandated agency-related training as well as workshops, conferences, and task groups.

*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.

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

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 on this position.

Title	Position/KIPPS Number

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 customers, agency employees, other social service agencies, community resource agencies, government officials, and the general public in order to determine assistance eligibility for customers. Makes referrals to and coordinates access to other services within the community for customers. The position also provides 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 system. A high level of stress may exist in the determination of eligibility and the limits of the programs and resources to effectively resolve the customers need for help. On occasion, physical harm may be threatened or attempted by hostile, angry, or upset customers.

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

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

PART III-Education, Experience and Physical Requirements Information.

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

A. State any additional qualifications for this position that are necessary to perform the essential functions of the 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.

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

Current DCF systems experience (KAECSES, BASI/BARI, EATTS, KESSEP), case management experience, four year degree, completion of the job fit assessment with a 70% or higher job match, social service experience.

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

Significant time is spent either in customer contact, collateral contact, or in operation of computer systems. Customer contact is either face to face, or on the telephone. Extended periods of time may be spent entering data into, or obtaining information from the computer systems used to determine and document customer eligibility.

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

Specialists are required to follow proscribed office procedures to ensure their safety, and the safety of others when interviewing customers who may become hostile, angry or upset.

PART IV-Signatures

Signature of Employee	Date	Signature of Office of Human Resources	Date
Signature of Supervisor	Date	Signature of Agency Head or Appointing Authority	Date