

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 I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0225688	10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Program Consultant I	
3. Division Family Services			12. Proposed Class Title	
4. Section Prevention and Protection Services	For	13. Allocation		
5. Unit Support Services - FACTS		Use	14. Effective Date	
6. Location (address where employee works)		By	15. By	Approved
City	County			
7. (circle appropriate time) Full time Perm Inter. Part time Temp. %		Personnel	16. Audit Date: By: Date: By:	
8. Regular hours of work: (circle appropriate time) FROM: AM/PM To: AM/PM		Office	17. Audit Date: By: Date: By:	

Position
Number

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**
Support Services Administrator

Who evaluates the work of an incumbent in this position?

Name **Title** **Position Number**
Support Services Administrator

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 is responsible for management of the FACTS data entry operations and staff for the region. Latitude is given in using independent judgment and initiative in determining appropriate processes to produce desired outcomes. Meets with superiors to obtain approval, information, and direction and to discuss problems relating to administration of services.

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	Duties include management of the staff responsible for data entry into the Family and Child Tracking System (FACTS) data information system and quality assurance of the FACTS program. Reviews and analyzes the implementation of practices within the region as they relate to the utilization of the FACTS information systems. Provides policy support and direct supervision of PPS FACTS data entry staff. Provides leadership in program policy and procedure implementation and assures the program expectations are met. Establishes protocols for consistency and accuracy of information entered.
1. 35%	E	<p><u>Program Integrity and Resource Management</u></p> <ul style="list-style-type: none"> — Assists in the management of the Regional PPS Support Services resources, including staff, to ensure their actions are consistent with program policies, rules and regulations. — Assures effective working relationships with all DCF staff and community stakeholders and partners. — Works with child welfare providers, JJA and others to acquire information for data entry into FACTS. — Monitors quality assurance through use of reports and data evaluation. — Use available data tools to reconcile data and comply with all Federal and State reporting requirements. — Reconcile, correct and resolve data entry errors upon immediately upon discovery. This includes corrections identified as a result of case reads and reconciliation of data linked to the contract outcomes of the regional child welfare provider. — Work with DCF staff to ensure accurate and timely data entry. — Analyzes data and plans for program improvement, corrective action and training. — Evaluates work flow, processes and protocols to identify efficient use of staff and fiscal resources. — Works with regional Support Services Administrator in coordination with other regions and PPS Central Office staff to implement necessary changes to realize efficiencies in operations. — Assures communication and documentation is maintained on staffing levels required to successfully meet outcomes, ensure program integrity and is adaptable to meet agency needs. — Interprets policy and procedures governing FACTS and coordinates interpretations with the other regions and PPS Central Office.
2. 25%	E	<p><u>Leadership</u></p> <ul style="list-style-type: none"> — Fosters a commitment to support the agency in achieving its mission, visions and guiding principles. — Serves as an advocate for internal and external customers. — Identifies needs for community and agency services and seeks to improve delivery of needed services. — 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.
3. 20%	E	<p><u>Communication</u></p> <ul style="list-style-type: none"> — Demonstrates open, honest, respectful and professional communication, encourages constructive expression of differing viewpoints. — Facilitates the resolution of conflicts.

4. 20%	E	<ul style="list-style-type: none"> — Adapts communication style and approach to meet the needs of the situation. — Effectively communicates policy, the agency’s mission, vision and goals to staff and stakeholders, — Coordinates protocol and procedures with other regions and PPS Central Office for the interpretation of policy, answering and disseminating policy clarifications and shares information to staff and internal and external partners. <p><u>Human Resource Management</u></p> <ul style="list-style-type: none"> — Provides leadership, guidance and direction to FACTS staff in all matters involving program administration and management within the assigned region. — Insures recruitment, selection and hiring actions meet civil service guidelines and personnel rules and regulations. — Sets and communicates expectations regarding performance, behavior, attitude and conduct that are measurable, understandable, verifiable and reasonable. — Confronts poor performance or behavior and addresses issues in a prompt manner according to personnel rules and regulations. — Effectively uses available tools, including probationary period, to address poor performance, takes disciplinary action when appropriate and documents consistently. — Actively supports the development of knowledge and skills to perform at a high level. — Ensures necessary training and resources are available and used promptly. — Creates and values a learning environment and provides recognition for efforts of others when high or improved performance is attained. — Promotes awareness of total quality management practices including a commitment to bring about positive organizational change through the use of processes, tools, education, recognition, and communication; fosters teamwork using a disciplined problem solving and decision making approach. — Maintains an efficient compliment of staff and increases staff productivity by using personnel management, orientation and knowledge of state personnel policies and practices. — Assists in evaluating program changes and outcomes to identify training needed in order to effectively implement PPS policies, programs or procedures.
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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
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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.

Consequences of actions or decisions at this level are significant as work is rarely reviewed. Errors may cause loss of federal funds and have a major impact on the entire state resulting from major program failures. Personnel management is imperative to ensure actions are taken which comply with civil service and other guidelines established through statutes or regulations. Failure in this area could result in the Agency's liability or lawsuits.

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

Regular verbal and written communication is necessary with staff immediately supervised. There is also communication and collaboration with other agency administrative and supervisory staff, Central Office staff, community leaders and the general public. Contacts are in person and by telephone. Communications are made to ensure that policy and procedures are correctly followed and that concerns are addressed in a responsive, time-sensitive manner.

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

The overall administrative program responsibilities involve stress on a daily basis resulting from volume of tasks and coordination with responding to request for guidance received from staff. 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 and providing supervision to staff at multiple locations.

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

Daily use of computer, e-mail, laser printer, telephone, fax, copier, and general office equipment.

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

Special knowledge, skills and abilities

Experience - length in years and kind

Six months of experience in planning, implementing and monitoring activities relevant to the agency's programs. 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.

College degree with education or experience in administration, supervision, data analysis, disseminating information, policy analysis, computer use, and knowledge of computer software – databases, spreadsheets, word processing, and flow charts.

Signature of Employee Date

Signature of Personnel Official Date

Approved:

Signature of Supervisor Date

Signature of Agency Head or
Appointing Authority Date