

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.

Agency
Number

CHECK ONE: NEW POSITION EXISTING POSITION UNCLASSIFIED

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

1. Agency Name Kansas Department for Children and Families		9. Position No.	10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Services Supervisor	
3. Division Economic and Employment Services			12. Proposed Class Title	
4. Section Economic and Employment Services		For Use By Personnel Office	13. Allocation	
5. Unit EES Benefits, Wichita			14. Effective Date	
6. Location (address where employee works) City Wichita County Sedgwick			15. By	Approved
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. % Regular		16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time) FROM: AM/PM To: AM/PM		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

Allain Barnes Assistance EES Program Administrator

Who evaluates the work of an incumbent in this position?

Name Title Position Number

Allain Barnes Assistance EES Program 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.

Work is performed independently in accordance with federal and state rules. Review of program compliance is made periodically

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	<p>The person in 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 person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the 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. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
25%	E	<p>Ensures work team follows methods and principles of Business Process Management</p> <ul style="list-style-type: none"> a. Observes staff interviewing or in other tasks to ensure they know and follow process and principles, including first contact resolution, eliminating rework, customer choice. b. Complete BPM cases reads to ensure process and principle are being followed. <p>Ensures BPM tools are being used correctly, such as interview scripts, interview template, verification matrix.</p>
25%	E	<p>Ensures work team pursues high payment accuracy</p> <ul style="list-style-type: none"> a. Ensures methods of BPM documentation that help payment accuracy b. Observes staff in their tasks to ensure they know policy and are using process and tools developed for payment accuracy c. Completes Payment Accuracy reads on cases worked in the Region as assigned by Regional Leadership. d. Completes Pre-authorization reads on cases meeting specific criteria.
15%	M	<p>Monitors Reports and other available data on individual Performance</p> <ul style="list-style-type: none"> a. Payment Accuracy b. Completion rate c. Interview times d. Cases finished within varying task assignments e. Gaps and Overlaps from work completed off the tracker.
15%	E	<p>Teach policy and monitors individual staff level of EES Program Policy</p> <ul style="list-style-type: none"> a. Reviews updated policy in team meetings. b. Responds to EES Policy Questions (often this may be in helping the staff member come up with the answer on their own either by confirming they already knew it or they know where they can find it and should be familiar with the Policy Manual.). c. Review policy in team meetings \ Review QC case errors that have occurred across the State to help learn.
10%	E	<p>Task assignment & Manage the Process</p> <ul style="list-style-type: none"> 1) Identify daily the tasks each staff will be assigned to. (primary team or cross team assignment) 2) Make decisions throughout the day on changes needed to assignments to respond to needs and resources <ul style="list-style-type: none"> a) Number of staff absent b) Number of clients coming in for interviews, calling in for interview, etc.

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 functions related to this position would cause financial and emotional hardships for clients 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 customers, agency employees, other social service agencies, government officials, and the general public while directing, planning, and coordination the delivery of services. Daily dissemination of information regarding state and federal regulations as well as agency programs policies 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 issues of participation and eligibility due to the limitations of the programs and resources to effectively resolve customer's need for help. Upon 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:

Daily use of the telephone system, personal computer, copy machine and calculator. Occasional use of fax machine, and state or private vehicle.

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
A four year college degree is preferred.

Licenses, certificates and registrations

Special knowledge, skills and abilities

These abilities and skills are necessary at entry: Ability to provide leadership in the development, administration of various human service programs. Ability to supervise, by participating in recruitment and selection of staff, then in planning, assigning and evaluating work of program staff. Ability to evaluate a variety of program specific information, draw logical conclusions, detect inconsistencies and noncompliance and develop solutions. Ability to communicate effectively orally and in writing by composing meaningful, concise and accurate reports and correspondence. Ability to read
