

# 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 Division 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. K0226310	10. Budget Program Number 23811	
2. Employee Name (leave blank if position vacant) Sherry Mulich		11. Present Class Title (if existing position) Program Consultant II		
3. Division EES – SF Services Section		12. Proposed Class Title		
4. Section Kansas City Region	For	13. Allocation		
5. Unit Child Care Provider Enrollment		Use	14. Effective Date	
6. Location (address where employee works) Kansas City Wyandotte City County	By	15. By	Approved	
7. (circle appropriate time) Full time x Perm. x Inter. Part time Temp. %	Personnel	16. Audit Date: By: Date: By:		
		Office	17. Audit Date: By: Date: By:	
8. Regular hours of work: (circle appropriate time)  FROM: 8 AM To: 5 PM				

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.

The primary mission of this position is to develop, monitor, and manage all regional child care provider agreements and meet the demands for quality providers across the region as well as program compliance connected to the child care subsidy program. The position is responsible for monitoring and assuring compliance with provider policies, procedures, and legal mandates. This may include explaining, clarifying, and interpreting operational procedures, regulations, and activities to providers, clients, and outside organizations about the DCF child care programs. Works closely with case managers to ensure the program is maintained.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
Patricia H. Mitts	Public Service Executive II	K0133666

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Patricia H. Mitts	Public Service Executive II	K0133666

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 and requires the ability to make independent decision and discretion in completing delegated work in accordance with applicable laws, rules, and regulations. Priorities are set independently and the employee has the authority to establish procedures necessary for the efficient function of provider services and minimize risk to the agency within the scope of established policies and procedures. Work is reviewed based on outcomes and conformance to established policies, procedures, regulations and expectations.

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	
1: E 35%	<p>The incumbent is expected to demonstrate a commitment to customer service and integrated service delivery. The incumbent will work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community.</p> <p><b>Child Care Provider Enrollment:</b> Directs Child Care Enrollment Team and participates in the establishing and development of all region-wide child care provider agreements to ensure an adequate supply of DCF affiliated child care providers available to Child Care subsidy eligible families; reviews and makes an independent decision regarding whether DCF enters into an agreement with a provider. Establishes regional operational methods and develops procedures, forms, and electronic processes to ensure the timely and efficient development and review of child care provider agreements. Acts as a liaison between Central Office, KDHE, and regional DCF staff regarding child care issues; assure Child Care Subsidy eligible parents are not discriminated against by child care provider policies and practices. Reviews and approved Enhanced Rate request base upon established guidelines with latitude for independent judgment. Provides documentation necessary for Appeal Hearings; assures proper oversight and intervention to identify and mitigate provider fraudulent activity by analyzing various reports, responding to contacts from customers, community, local Health Department and staff.</p> <p>Receives and reviews various statistical, financial and special reports regarding various monitoring aspects of child care. Reviews reports with the use of information gathered from KsCares, KAECSES, CLARIS, EBT, etc. as well as understanding the reason and action needed for each report. Delegating and following up on reports to ensure timely addressed. Responsible for reporting information to Central office including, trends, issues, ideas, etc.</p>
2: E 30%	<p><b>Supervision:</b> Supervises and directs the work of Child Care Enrollment staff. Hires qualified staff in compliance with human resource regulations and provides appropriate leadership, mentoring, guidance and direction. Establishes employee performance standards and expectations to ensure that employees fully understand assigned roles and individual responsibilities. Monitors performance, documents appropriately and provides regular feedback to ensure employees performance meets or exceeds expected standards. Troubleshoots on complex issues and recommends alternatives as appropriate to ensure responsible actions and minimize risk of liability. Develops and implements corrective action plans, takes informal disciplinary actions and recommends formal disciplinary actions as needed in accordance with the DCF Progressive Disciplinary Policy. Identifies employee training needs and takes necessary action to ensure employees have the training needed to effectively meet expectations and program outcomes.</p>
3: E 20%	<p><b>Agency/Community Support and Capacity Building:</b> Support case management by providing information to/from departments through email, fax, phone, or face-to-face contact. Serves as a resource to child care providers related to DCF regulations, requirements, or changes. Responds to inquiries regarding issues related to child care plans/payments and referring as necessary to EES teams, supervisors, or others for resolution. Communicate with PPS staff related to provider issues and child abuse/neglect investigations. Forward CAN investigations findings as required. Serve as a primary contact with the local Resource/Referral agency. Maintain a good working relationship and communication with KDHE surveyors related to regulatory provider issues. Participate on statewide work groups to develop policy and procedures for improving quality child care, the availability of local and state funding resources, and coordination between DCF, parents, providers, and community agencies. Respond to community and agency concerns, inquires, and request related to the child care program as well reception and greeter services. Ensure readily available supply of applications, EBT and other education materials in the local office lobby and as need in other offices for regional child care enrollment.</p>
4: M 15%	<p><b>Professional Development and Assignments:</b> Participate in mandatory training on policy and procedure. Attend unit meetings and conferences. Demonstrate the ability to work independently by utilizing all appropriate policy and procedure manuals, policy clearances and training resources. Work on special assignments and duties as needed</p>

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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.

<b>Title</b>	<b>Position Number</b>
Administrative Specialist	K0063872
Senior Administrative Assistant	K0133217

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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.

Failure to effectively plan and monitor program operations could result in poor customer service and fiscal sanctions against the State. Failure to follow proper hiring and disciplinary actions could result in poor staff morale and possible personnel or legal actions. Failure to implement the essential functions of Child Care Enrollment could result in the reduction of allocations, the loss of adequate child care providers and the loss of grants for child care providers in the region. Failure to be responsive to customer concerns could affect public perception and negatively impact the agency.

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

Daily contact with the public, regional and central office staff, community partners, providers, state agencies, local Health Departments, customer and officials to promote and coordinate services and resources. Regular contact with child care providers or those wishing to become enrolled as providers. Other contacts with agency staff on a regular basis regarding child care issues, as well as providing information to line staff regarding child care regulations, reporting, etc.

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

This position has daily contact with agency customers, agency employees, other social service agencies, other government agencies, consumer resource agencies, government officials and the general public, while directing planning and coordinating the delivery of services. Makes referral to and coordinates access to other services in the community. Daily dissemination of information regarding State and Federal regulations as well as agency program, policy, and procedures.

To ensure the safety of employees and customers, Kansas City Metro Regional staff and vendors are expected to display their access badges when at the work site and to comply with approved safety policies and procedures posted on the web page. Specialists are required to follow office procedures to ensure their safety when interviewing customers in all types of settings. Proper use of personal computer, terminal, copying machines, telephone and adding machine. Timely notification of appropriate agency staff when equipment malfunctions.

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

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

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**PART III - To be completed by the department head or personnel office**

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27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Post-Secondary Education

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Education or Training - Special or professional

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License, certificates and registrations

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Special knowledge, skills and abilities

Ability to contribute to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, the general public and vendors

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Experience - Length in years and kind

Two year of experience planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience.

Two years' experience in human service delivery including work with community partners or providers.

Two years' experience in report writing, tracking data, working with the public. Independent work experience in program consulting and any additional education and experience which meets the agency's requirements for the position..

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**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.

- Supervisory Experience
- Case Management Experience - case documentation, caseload management, public interaction basic mathematics, data base management/ reporting.
- Social/Human service professional: disseminating information, crisis intervention, basic interview skills and techniques.
- DCF Experience
- Bi-lingual in English and Spanish

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Signature of Employee

Date

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Signature of Personnel Official

Date

**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date