

# 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  UNCLASSIFIED

Agency  
Number

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

1. Agency Name <b>Department for Children and Families</b>		9. Position No.	10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position)	
3. Division <b>Employment Services</b>		12. Proposed Class Title <b>Program Associate – TRS Career Navigator</b>		
4. Section	For Use By Personnel Office	13. Allocation		
5. Unit		14. Effective Date		
6. Location (address where employee works) City County		15. By	Approved	
7. (circle appropriate time) XX Full time Perm. Inter. Part time XX Temp. % Regular		16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time)  FROM: 8 AM To: 5 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)?

<b>Name</b>	<b>Title</b>	<b>Position Number</b>
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Who evaluates the work of an incumbent in this position?

<b>Name</b>	<b>Title</b>	<b>Position Number</b>
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Same as Above

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.

Incumbent in this position will be trained in both TANF work programs and HOPE mentoring. Work is performed using independent judgment within agency policies and procedures. Manuals, training, individual and unit conferences, goals and objectives are provided to assist the employee in performing assigned tasks. Cases and tasks are assigned by the supervisor with general directions.

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>
45%	E	<p><b>The purpose of this position is provide intensive case management to TANF mandatory work participants leading to employment, and also focusing on job retention for employed clients during the twelve month Job Retention period. The HOPE mentoring model will be followed, as well as the provision of necessary support services to enhance the length of job retention.</b></p> <p><b>Duties of this position include planning, coordinating and supervising the activities of participants enrolled in the TANF mandatory work program by interfacing with clients to gather initial information, develop individualized work plans and provide intensive case management while coordinating a network of services the client needs to become self-sufficient. At times, the position calls for work with non-motivated, unresponsive recipients and the incumbent must have strong counseling skills to assess how to overcome participant barriers to improve responsiveness and compliance with the program. The position will provide and/or assist with work program orientation. Maintains participant records, data entry and case note activities for reporting purposes. Works closely with career navigators and regional mentoring coordinator.</b></p>
45%	E	<p><b>Duties include the case management and monitoring of TANF mandatory work participants who become employed and are eligible for up to twelve months of transitional and job retention services. Following the HOPE mentoring model, this position will meet each JOTR client for at least one hour each month, as long as the client maintains eligibility for those services. Will provide guidance, support and assistance through the mentoring relationship so the individual not only maintains employment, but can succeed after case closure. Will coordinate necessary support services as needed. Will complete required reporting, such as a “snapshot” of each mentoring session that will be provided to the regional mentoring coordinator.</b></p>
10%	E	<p><b>Develops a working knowledge of and working relationships with employers, community agencies and resources, as well as other state and local programs in order to assist clients in accessing these opportunities. This position advocates for the participants in assessing their needs, exploring alternatives and referring the participants to appropriate services within and outside the agency by working with local staff, employers, other State Agencies, and community partners to coordinate services to avoid duplication and enhance mutual outcomes. Provides information to community agencies and the general public about services.</b></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.

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.

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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 clients and employees. Very frequent contact with employers, other social service agencies, community resource agencies, governmental officials, and the general public in order to enhance successful employment opportunities for clients. Makes referral to and coordination of access to other services within the community for clients.

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

Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers when dealing with issues of employment and placement. Long periods of time may be spent on a computer and various computer systems.

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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, fax, calculator and copy machine are used daily. Some positions may require the use of a 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**

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

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Education or Training - special or professional

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Licenses, certificates and registrations

Must obtain and maintain Security Clearance.

Valid Driver's License

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Special knowledge, skills and abilities

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Experience - length in years and kind

Work experience with job placement and/or employer development. Work experience in determining eligibility for Human Service programs.

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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.

Must maintain security clearance throughout employment.

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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