

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 Department for Children and Families		9. Position No. K0227420	10. Budget Program Number	
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) PSEI, EES Assistant Program Administrator		
3. Division Program and Service Integration		12. Proposed Class Title		
4. Section Economic and Employment Services	For Use By Personnel Office	13. Allocation		
5. Unit KC Region		14. Effective Date		
6. Location (address where employee works) City _____ County _____		15. By _____	Approved _____	
7. (circle appropriate time) Full time <input checked="" type="checkbox"/> Perm. <input checked="" type="checkbox"/> Inter. _____ Part time _____ Temp. _____ %		16. Audit Date: _____ By: _____ Date: _____ By: _____		
8. Regular hours of work: (circle appropriate time) FROM: 8:00am AM/PM To: 5:00pm 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:

This is a managerial position within the Economic Employment Support division. This position assists the Program Administrator in directing and overseeing services and programs. This position interprets/clarifies EES program policy, plans and manages the implementation of programs and initiatives, analyzes program outcomes, supervises and handles complaints which require the attention of a higher level administrator.

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
	Program Administrator	

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
	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.

Under the direction of the EES Program Administrator, work is performed independently and requires the exercise of initiative, independent judgment and discretion in completing delegated work. Priorities are set independently and the employee is generally free to develop his/her own sequences and methods within the scope of established policies and expectations. Work is reviewed based on outcomes and conformance to established policies, procedures, regulations and expectations.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
- () Moderate loss of time, injury, damage, minor injury, minor disruption of the work flow.
- (**X**) Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of Life, disruption of operations of a major agency.

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	
35%	E	<p>The incumbent is expected to demonstrate a commitment to customer service and cross program communication. 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><u>PROGAM/POLICY</u></p> <p>Continually analyzes existing and proposed EES program polices in order to assess impact on clients and staff by applying knowledge of other agency programs, procedures and available community. Develops appropriate corrective action strategies to address short-term and long-term service delivery problems or quality concerns. Establishes goals, develops reports and outcomes to ensure achievement of regional and state goals. Is an expert in all EES programs. Work is done under the oversight and general direction of the program administrator. Serves on policy workgroups, as needed, including but not limited to the statewide implementation planning team. Meets regularly with regional EES staff to explain, interpret and discuss programs, policies, procedures, regulations and directives and to disseminate information, receive input and resolve problems. Gathers complete information regarding issues and provides recommendations and reports to the program administrator.</p>
15%	E	<p><u>RESOURCE MANAGEMENT</u></p> <p>Manages resources and staff to meet agency program goals. Develops and recommends plans to ensure equitable and effective distribution and use of resources. Monitors work assignment and work flow in all offices in the region to ensure effective and equitable distribution and utilization of resources. Manages and tracks allocations to ensure the region utilizes resources for the intended purpose and expenditures are within the budgeted amount. Monitors TAF administrative fund spending patterns and trends to minimize waste and ensure positive customer service. Identifies desired program outcomes, develops reports, and monitoring tools and provides regular reports and information to the program administrator.</p>
15%	E	<p><u>MANAGEMENT OF SERVICE DELIVERY</u></p> <p>Monitors service delivery across the region continuously, to ensure positive customer interactions and effective achievement of agency and program goals. Develops strategies to address short term and long term service delivery and evaluates effectiveness of these strategies. Manages service and program plans to ensure full and successful achievement of agency initiatives and priorities including integrated service delivery teams, universal access, waiver of face-to-face interviews or other initiatives that may be impacted by the program policy areas for which this position is responsible. Manages customer concerns for the EES programs. Handles customer complaints as needed. Ensures all concerns are responded to timely, in proper format and that the responses are accurate and customer friendly. Meets with EES supervisors in local offices to ensure accurate and timely service delivery.</p>

15%	E	<p><u>PERSONNEL MANAGEMENT AND SUPERVISION</u></p> <p>Provides program direction to staff across the region. Directs the work of supervisors in some of the offices, staff engaged in regional work program activities, LEP/Refugee, Working Healthy, and claims activities. Recruits, selects, assigns, reassigns and evaluates staff in keeping with personnel regulations to ensure that program areas are appropriately staffed and effectively implemented. Establishes performance expectations, provides regular feedback, evaluates and reviews staff performance. Takes disciplinary actions when necessary according to agency procedures. Manages information and communicates effectively with staff. Deals with conflict resolution. Provides coverage for unit supervisors, in the event of vacancies.</p>
10%	E	<p><u>PROFESSIONAL DEVELOPMENT</u></p> <p>Attends and participates in conferences with supervisor and office meetings. Participates in program and management meetings. Participates in teams and work groups for the purpose of professional development.. Coordinates training with program improvement staff.</p>
10%	M	<p><u>SPECIAL ASSIGNMENTS</u></p> <p>Works on Special assignments and duties as needed.</p>

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.

Failure to effectively plan and monitor program operations could result in poor customer service and fiscal sanctions against the State. Failure to effectively manage allocations and expenditures could result in loss of benefits to customers or over expenditure. Failure to follow proper hiring and disciplinary actions could result in poor staff morale and possible personnel or legal actions. Failure to implement efficient and effective cash/food assistance/ child care/ medical programs on a timely basis could result in severe hardship for customers. Failure to be responsive to customer concerns could affect public perception and negatively impact the agency.

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

Verbal and written communication with staff across the region to convey program and policy information; verbal and written communication with staff immediately supervised to provide information and feedback. Written communication with state and federal agencies through development and finalization of regional plans, grant proposals, and training material. Verbal and written communication with the public, including customers, medical professionals, attorneys, helping agencies in response to inquiries to provide information through speaking engagements at institutions of higher learning, public schools and civic groups.

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

The position may encounter hostile, angry or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent using a computer. A high level of stress may exist in the determination of eligibility due to the limitations of the programs and resources available to effectively resolve customers 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:

Computers, telephone systems, fax and copy machines are used daily. The incumbent will travel in this position as responsibility encompasses a five county region.

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.

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

Education or Training - special or professional

Licenses, certificates and registrations

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.

Experience - length in years and kind

Six years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's program. Post-secondary 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.

- **Post-secondary education**
- **EES experience**
- **Supervisory experience**
- **EES Policy and Procedure Experience**
- **Bi-lingual in English and Spanish languages**

Significant time is spent either in customer contact, collateral contacts, or in documentation using paper and computer files. Customer contact, both internal and external, is either face-to-face or by telephone but can also be via e-mail, fax or written correspondences. Extended periods of time may be spent evaluating data in computer systems. Significant time is spent facilitating determination of customer eligibility for various programs and updating workers and support staff on changes in policy and/or procedures.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date