DA 281-2
Rev. 1-86

State of Kansas - Department of Administration
OFFICE OF HUMAN RESOURCES

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

1. Agency Name Department for Children and Families	9. Position No. K0230817	10. Budget Program Number	
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Service Supervisor	
3. Division Family Services – Kansas City Region		12. Proposed Class Title	
4. Section Economic and Employment Services	For	13. Allocation	
5. Unit	Use	14. Effective Date	
6. Location (address where employee works) Overland Park Johnson City County	By	15. By	Approved
7. (circle appropriate time) Full time X Perm. Inter. Part time Temp. X %	Personnel	16. Audit Date: By: Date: By:	
8. Regular hours of work: (circle appropriate time) FROM: 8 AM To: 5 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.

This position exists to supervise professional and support staff within a regional EES team. This position plans, directs and manages the delivery of Economic and Employment Support programs by that team. This position provides program oversight to ensure compliance with Federal and State regulations as well as the KC Region's goals.

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

Name	Title	Position Number
Brian Wann	Public Service Executive I	K0226991

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Same		

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.

Makes decisions independent for program and administrative duties. Provides suggestions and recommendations for decisions made by the EES Program Administrator and Assistant Regional Director that relate to work that might affect employees in other sections or work team or might not be considered routine. Written and verbal instructions are followed based on Federal and State rules and regulations and local office policies and procedures. Assignments are normally general directives to work team based on specific agency 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			
			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.
1.	30%	E	**Business Process Management Service** Ensures work team follows methods and principles of Business Process Redesign as outlined in the Business Process Manual. Observes staff interviewing or in other tasks to ensure staff are aware and follow the process and principles of BPR, including but not limited to first contact resolution, eliminating rework, and customer choice. Complete BPR cases reads to ensure process and principle are being followed. Ensures BPR tools are being used correctly, such as but not limited to interview scripts, interview template, verification matrix, and pre-authorization checklist. Supervisor will manage the process of BPR within the teams by identify daily the tasks each staff will be assigned to (primary team or cross team assignment), making decisions throughout the day on changes within team assignments to respond to needs and resources, monitor that the team staging area is organized appropriately and functioning correctly per the BPR manual, and direct team in the phone calls process. Supervisor will need to monitor the different areas of the BPR process to certify that the team is striving to work same day\next day. Supervisor will coordinate with all teams to strategize and plan for the managing of backlog when it exists.
2.	30%	E	**Supervision and Team Management** Directs the work of an EES team. Recruits, selects, assigns, and evaluates staff in keeping with state, regional and KOSE regulations. Monitors time usage. Establishes performance expectations, provides feedback, guidance, mentoring, monitoring and motivation. Ensures coverage and provides back-up for team. Ensures resources are available to enable staff to complete their work effectively. Facilitates work of team. Promotes team cohesiveness. Manages information and communicates effectively with team through individual and team conferences. Deals with conflict resolution. Monitors reports and maintains documentation for evaluation purposes. Plans and conducts employee conferences and team meetings. Demonstrate basic competencies in state and regional Conditions of Employment.
3.	20%	E	**Team Performance and Eligibility Accuracy** Monitors responsiveness of team to ensure timely and accurate service delivery of Economic and Employment Service programs using case readings, reports, case staffing. Ensures work team pursues high payment accuracy by monitoring the methods of BPR documentation and use of BPR tools. Observes staff in their tasks to ensure they know policy and are using process and tools developed for accuracy. Completes the determined number of case reads set by the region for individual team members. Completes Pre-authorization reads on cases meeting specific criteria. Monitors reports and other available data on individual performance to ensure that staff is meeting regional payment accuracy, BPR completion rate, following BPR procedures for interview times, completion of team task assignments, and addressing inconsistencies within the tracker productivity reports. Distributes and monitors printouts like PARIS, food assistance hot list, mass change reports, active caseload lists, and pending applications. Addresses concerns, complaints, appeals, and resolves problems to deliver optimum customer service.

4.	15%	M	**Professional Development** Promotes professional development and monitors staff's knowledge of EES Program policy and procedures through training, team huddles, and conferences. Encourages independence and collaboration in teams and between divisions. Uses peer experts, training, and sharing successes to encourage growth. Is a mentor and a role model. Attends and participates in conferences with supervisor and office meetings with peers. Participates in program and management meetings. Participates in teams and work groups for the purpose of professional development. Participates in strategic planning, as required. Work with regional Performance Improvement staff to address EES Policy questions as well as determining trends for continuing training by reviewing QC case errors, ME reviews, and CARE reads.
5.	5%	M	**Special Assignments** Works on special assignments and duties as needed.

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.
(X) 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.

Title	**Position Number**
Human Service Specialist	
Human Service Specialist	
Human Service Specialist	
Human Service Specialist	
Human Service Specialist	
Human Service Specialist	
Human Service Specialist	
Human Service Specialist	
Human Service Specialist	

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 essential functions would cause severe financial and emotional hardships for customers and could result in 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 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.

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

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

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

Education or Training - Special or professional

License, 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.

- Supervisory Experience
- Case Management Experience - Eligibility determination: 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

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 correspondence. 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 the knowledge of EES HSS 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