

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

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. K0233602	10. Budget Program Number 29215	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Services Assistant	
3. Division East Regional DCF			12. Proposed Class Title Human Services Assistant	
4. Section EES	For Use By Personnel Office	13. Allocation		
5. Unit Topeka Service Center		14. Effective Date		
6. Location (address where employee works) City: Topeka County: Shawnee		15. By	Approved	
7. (circle appropriate time) <input checked="" type="checkbox"/> Full time Perm. Inter. <input type="checkbox"/> Part time Temp. %		16. Audit Date: By:	Date: By:	
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM To: 5:00 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. This position exists to provide program support to all services for professional staff, by assisting customers in the community, agency services, assisting with medical and program appointments, gathering and verifying customer information for program eligibility or referrals. This all done through our BPM process.

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
Angela Adams	Human Services Supervisor	K0231981

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Angela Adams	Human Services Supervisor	K0231981

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.

Independent judgment is required in determining methods used within policies and procedures in accomplishing mandated or assigned tasks. Work may be structured involving several steps to complete. Instructions are from manuals, Central Office memorandums, regional director communications, and oral or written directions from supervisor. Assignments are given with enough detail for adequate completion of task.

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>Professional Attitude: While performing the tasks listed below, please remember that you are a representative of the Department for Children and Families, and you are expected to:</p> <p>Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance. For example, this could be agency employees, community partners, landlords, state and community partners, and individuals and families seeking services from the agency.</p> <p>Demonstrate an attitude of respect (i.e. be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls or emails within a reasonable period of time – as defined by your supervisor or program policy), process requests for service as quickly as possible;</p> <p>Encourage individuals to identify and fulfill their own responsibilities;</p> <p>Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers;</p> <p>Provide information and service to those seeking your assistance, through the BPM process. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them.</p> <p>Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee of the East Region DCF.</p>
1. 35%	E	<p>Program Support: Provides triage and clerical duties in the lobby of the Topeka DCF Service Center by thoroughly researching individual cases then entering the case information on tracker systems for Economic Employment Services, checking in appointments for other units, and basic office tasks such as faxing or copying information for clients. Provides support and coverage at the switchboard phones and second floor Human Service Assistant's team as needed.</p> <p>Provides program support for multiple programs by assisting professional staff in the coordination of services in order to facilitate the achievement of individual case determinations and fulfill agency requirements.</p> <p>Receives, date stamps, sorts, and distributes incoming mail, matching the mail to the case file, entering the case on the tracker and filing the case in the proper staging area. Envelopes not identified for a person or division are opened, date stamped, and distributed.</p>
5%	E	<p>Works as a team with other support staff and Human Service Specialists in the Business Process Management. Duties include file management, incoming and outgoing mail processing, registering applications, renewals, and Interim reports for services by thoroughly inquiring on legacy systems to determine if there is existing case. Enters data on program computer systems at the direction of supervisor. Mails review applications for TANF, Food Assistance, and Child Care assistance.</p>
2. 20%	E	<p>Customer Service: Provides a high level of customer service to customers to assist in the provision of efficient and effective agency services to meet the needs of various customer groups. Tasks may include, but are not limited to, assisting customers by connecting to language phone line and utilizing special communication equipment (TDD), obtain reasonable accommodations where appropriate, and acquire the necessary services they need. These tasks require that the employee maintain an excellent knowledge of program processes and community resources and assist customers as needed.</p>

3.		Facilitates communication between customers and professional staff by identifying purpose of phone and in-person contacts as well as mail requests, making appropriate referrals to agency staff and/or community resources, and taking detailed telephone messages in order to ensure effective and timely communication. Making every attempt to help resolve client needs under first contact resolution principals.
15%	E	<p>Administrative Support: Provides administrative and clerical support to the unit in order to relieve supervisor and professional staff of administrative details. Prepares file folders for new cases, organizes and maintains case files, and maintains case file rooms. Collects, prepares, and sends cases requested for State and Federal review and for out of county transfers. Sends and retrieves faxes for DCF business needs. May assist staff by composing letters or other documents. Receives and prepares outgoing mail to meet mail schedule and may apply postage using an electronic postage meter.</p> <p>Serves as a back-up to office reception staff and other HSA staff.</p>
4.	E	<p>Teamwork and Communication: Serves as a supportive member of the Business Process Management team and exhibits characteristics of a team player by contributing in any way possible to the effective and efficient operation of the work unit. Flexibility is needed to move from one team to another to provide help and support so the process will continue to run effectively and efficiently. Communicates in a manner that is respectful and beneficial to the team both informally through day-to-day interaction and formally, through regular team meetings. Offers assistance to other team members whenever necessary and may serve on study groups or quality improvement teams in order to enhance processes, procedures and outcomes for consumers. Remain open to organizational change and assists others in overcoming their resistance to such change.</p> <p>ALWAYS GREET CUSTOMERS WITH A SMILE</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.
- (X) Moderate loss of time, injury, damage or adverse impact on health 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 complete work timely and accurate can result in loss of benefits for individuals or families.

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

Position involves daily contact in person or by telephone with both internal and external customers. Explain agency programs, application process, and agency/customer responsibilities to customers and other interested persons. Works directly with customers in assessing their needs even though the discussion may be sensitive in nature and the customer could become uncooperative or skeptical

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

Employee may encounter hostile or upset individuals who may on occasion threaten or inflict physical harm. Prolonged daily use of a computer may cause some physical discomfort and eye strain. A high level of stress may exist in performing duties due to the need to meet deadlines and program or resource limitations that may increase work load.

The work requires light physical exertion. The employee works at a desk, requires the use of a personal computer, telephone, and frequently interacts with individuals for the purpose of providing information. The employee may be required to perform handling activities with light weight or easily moved items such as files and boxes of office supplies and copier paper. Bending and stooping are required to retrieve or file case files from file cabinets or shelving units.

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

Computer, calculator, telephone system, copy machine, scanners, and fax machines are used on a daily basis. On occasion, individual may have to operate a state car or a TDD

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 High School Diploma or equivalent

Education or Training - special or professional

Licenses, certificates and registrations

Special knowledge, skills and abilities

Experience - length in years and kind

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 obtain and maintain DCF Security Clearance.

Signature of Employee Date

Signature of Personnel Official Date

Approved:

Signature of Supervisor Date

Signature of Agency Head or
Appointing Authority Date