

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 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. K0233953	10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Program Consultant I	
3. Division PPS Support Services			12. Proposed Class Title	
4. Section Prevention and Protection Services	For Use By	13. Allocation		
5. Unit Performance Improvement		14. Effective Date		
6. Location (address where employee works) City: Overland Park County: Johnson		15. By	Approved	
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. % Regular	Personnel	16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM To: 5:00 AM/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:

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
Mirah Garcia	Human Services Supervisor	K0228894

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Mirah Garcia	Human Services Supervisor	K0228894

This is a position which requires and provides expertise in various program related areas for the Kansas City Region. This position is responsible for monitoring agency cases and contracts for compliance and improvement as it relates to PPS Program Communication. The Program Consultant will use systems and tools to oversee the quality of work of supervisory units and contractors, identify deficiencies through the evaluation of outcomes, research and assist in the development and proposal of solutions, and assist with the coordination of program training and activities. The Consultant will participate in the Federal Children and Family Service Review on an ongoing basis which includes interviewing stakeholders (families and professionals) in and away from the office.

This Program Consultant works independently with little supervision; Uses self-guided techniques, skills and Agency knowledge in decision making, relying on the supervisor for validation, evaluation and final approval in some cases; Uses program policy to guide daily activities; Receives direction from supervisor related to process development and special projects. Statewide mandatory responsibilities are assigned by supervisor based on area of program expertise.

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	In addition to the tasks identified in Section 21 of the position description, the incumbent is expected to demonstrate a commitment to customer service and program communication. The incumbent will participate fully in program communication team activities and 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.
1-40%	E	Performance Improvement Evaluation: This position provides ongoing review and evaluation of Prevention and Protection Service's (PPS) programs, information technology systems and practices based on manual materials and regional policy. Reviews include but are not limited to quarterly internal and Administration reviews and targeted work performance evaluations as requested by PPS leadership and unit supervisors. Reviews result in feedback being provided on a face-to-face basis with regional supervisors and line staff related to outcome of performance within the program responsibility. Prepares formal report information derived from the outcome of performance evaluations. Schedules and completes review activities through coordination with Regional PPS administrators and unit supervisors. Has expert knowledge of and sound interpretation of agency and regional policy as it relates to PPS, Agency, and Regional goals. Uses well developed organization and collaboration skills incorporating these resources when working with both internal and external divisions and customers.
2-15%	E	Training: This position uses report information generated by PPS reviews to assist in identifying regional training needs. Provides technical training for Regional PPS and contract staff related to Agency policy and procedures. Collaborates with PPS and contract staff to implement anticipated PPS training needs. Coordinates with PPS leadership to identify training needs in relation to report resources available through the Agency's information systems. Identifies areas of deficiencies through research and assessment. Communicates to leadership the necessary actions needed to improve performance outcomes. Delivers training to staff in one-on-one and unit meeting environments related to policy and procedure as measured through the case review system. Training requests may come from individual staff, Provider or Regional PPS Trainer.
3-15%	E	Public Relations: This position develops a cohesive relationship with PPS and contract staff to ensure that continuous improvements in practice and procedure are realized, ongoing training resources are available, and division partnering is occurring. Disburses and promotes information outlining Performance Improvement's roles within the Agency and available resources within the division to outside agencies and new PPS and contract staff. Serves as liaison between PPS staff and external audit staff to ensure preparation and presentation of documentation for review and evaluation is adequate and meets agency and regional standards. Receives and processes all communication related to external audit process. Participates in PPS related training, seminars and community and agency meetings to enhance knowledge surrounding programs. Serves as a contact for PPS field staff surrounding policy related issues, clarification and questions. Possesses expert knowledge of PPS programs, Regional and Agency policy and procedure, and skills with communicating with outside entities.
4-25%	E	Research and Assessment: Researches, collects and analyzes multiple program statistics to determine unit direction. Work is done directly with KC Region and contract staff to gather and reconcile monthly statistical information. Assesses reports generated from Central Office case review evaluations to identify areas of program wide opportunities for improvement. Works as a part of the PPS performance improvement team in the development, design and improvement of strategies and tools meant to capture performance and practice within the youth and adult services programs. Formulates recommendations for new or revised regional policy and procedures. Is a member of a team that ensures PPS program practices are reviewed with tools capable of capturing desired and useful information. Performs by using existing and updated policy procedure manuals, skills in research, analyzing, and application as well as creative and innovative ideas for improvement and change. Uses the Continuous Performance Improvement Process and Model for targeting areas of opportunity, determining root causes, exploring possible solutions, implementing solutions and monitoring/evaluating progress/success.
5-5%	M	Other Duties as Assigned: This position will function as part of the Prevention and Protection Services Performance Improvement Team and will be available for tasks that fall within this scope.

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.

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- () 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.
- (X) Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

Errors in policy interpretation and application could result in:

Worker/Supervisor negligence, serious client harm, permanent injury or death.

Violation of state and federal laws and regulations which could cause loss of eligibility for program funding or a lawsuit.

Failure to follow Agency policy could result in reprimand, demotion or termination of the employee in this position.

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

Contact is made on a regular basis with DCF staff and supervisors, contract staff and management, DCF PPS Administration personnel and other public agencies involved with various programs for the purpose of briefing supervisor of performance issues within various programs and to assist in the development of strategies and continuous improvement.

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

Work environment involves moderate hazards such as contact with angry and hostile customers. Exposure to minor deviations from pleasant environmental conditions is normal. Some job-related tasks will need to take place outside of normal working hours and occasional overnights away from the employee's home. Travel is normal throughout the Kansas City Regional counties (Douglas, Atchison, Leavenworth, Wyandotte and Johnson). Travel to Topeka, Wichita or Salina is more limited but does occur. Capability of lifting and carrying of files/boxes up to 20lbs is necessary.

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

Daily use of computer, e-mail, laser printer, telephone, fax, copier, and general office equipment.

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.

Six months of experience in planning, implementing, and monitoring activities relevant to the agency's programs. Education may be substituted for experience as determined relevant by the agency.

Education or Training - special or professional

Preferred Education: Bachelor of Science in Social Work, or related human services field.

Licenses, certificates, and registrations

Special knowledge, skills, and abilities

Skills Preferred: Strong leadership, organizational and excellent communication skills, both verbal and written. Ability to deliver

and/or co facilitate presentations to small and large audiences.

Experience - length in years and kind.

Experience Preferred: Group presentation; public speaking; teaching/training; audit preparation and successful completion; contract enforcement and oversight; determining IV-E eligibility; and participation in Children and Family Services Review protocol case reads. Working knowledge of all youth and adult services related programs and information systems. Comfortable interviewing families and professionals.

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.

Signature of Employee _____ Date _____

Signature of Personnel Official _____ Date _____

Approved:

Signature of Supervisor _____ Date _____

Signature of Agency Head or Appointing Authority _____ Date _____