DA 281-2
Rev. 4-13

State of Kansas - Department of Administration
OFFICE OF PERSONNEL SERVICES

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 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. **K0234242**	10. Budget Program Number **29215**
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) **Human Services Specialist**
3. Division **East Region**		12. Proposed Class Title
4. Section **Programs and Serviced Integration**	For	13. Allocation
5. Unit **Economic and Employment Support Chanute**	Use	14. Effective Date **3/27/2014**
6. Location (address where employee works) City: **Fort Scott** County: **Bourbon**	By	15. By / Approved
7. (circle appropriate time) **Full time** **Perm.** Inter. Part time Temp. %	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? (Who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Shana B. McClure	**Human Services Supervisor**	**K0057658**

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Shana B. McClure	**Human Services Supervisor**	**K0057658**

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.

Supervision of experienced workers is minimal. Workers are expected to function independently in much customer contact and decision making. The worker has complete responsibility for committing agency funds and taking correct action based on federal and state regulations.

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 Identify 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.

Number Each Task and Indicate Percent of Time	
100% E	***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:* **Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance. For example, this could be other agency employees, community partners, landlords, state and community partners and individuals and families seeking services from the agency;* **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 face to face and by telephone, 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;* **Encourage individuals to identify and fulfill their own responsibilities;* **Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers;* **Provide information and service to those seeking your assistance. 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.* ***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.***
1. 50% E	***Essential Task*:** This case manager will complete his/her work using the Business Process Redesign. This position is responsible for ensuring all clients are interviewed, applications are processed and eligibility determinations are made in an expeditious manner for all types of application(s) (on-line, mail-in, faxed, drop-off or walk-ins) using same day interview and processing same day benefits when possible. This Human Service Specialist will be assigned to a specific functional team (green, red, blue, purple, orange or work programs) and complete work and processes set forth in the Kansas Process Management Manual pertaining to color assigned to. Duties associated to this position but not limited to are: completing client interviews on the phone (both incoming interviews and outgoing cold calls), complete same day interviewing, notices and scheduling, finalizing the application, pending the application, organizing the case file, and participate in administrative hearings. The functional teams will rotate work assignments quarterly or at a time as decided by the unit. When not working out of a specific color, the worker will work the lobby/non-lobby as set forth by the Pittsburg Office procedures. These tasks are monitored constantly by the unit supervisor both visibly and by the reports generated daily.
2. 30% E	*Essential Task*: This position advocates for the customers in assessing their needs, explores alternatives and refers the customer to appropriate services within and outside the agency to address those needs. a) Develops a working knowledge of and working relationship with community agencies and resources, as well as other state and local programs in order to assist customers in accessing these services; b) Provides information to community agencies and the general public about services. This may include serving on advisory boards, public speaking and one-on-one contact with other professionals; c) Analyzes the implications of policy decisions and provides input regarding the impact on customers, staff and the other operation of the agency. These tasks are monitored daily by the unit supervisor, addressed as needed and reported on the PMP twice yearly.
3. 10% E	*Essential Task*: Prepares appeal summaries for Administrative Hearing Officers. Initiates referrals and gathers supporting evidence for DCF attorney's use in welfare fraud trials and for administrative fraud disqualification hearings. Testifies at administrative hearings and court actions. These tasks are monitored as needed by the unit supervisor. Attends conferences, staff meetings, agency related training and other conferences, workshops and task force meetings, as required. Monitored by supervisor and reported on PMP twice yearly.
4. 10% E	*Essential Task*: Other duties as assigned. Monitored and requested by the unit supervisor 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.
( ) 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

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 perform functions related to this position would cause financial and emotional hardships for clients and could result in the 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 involves daily contacts agency customers, agency employees, other social service agencies, government officials, and the general public while directing, planning, and coordinating the delivery of services. Daily dissemination of information regarding state and federal regulations as well as agency programs, policy, and procedures.

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

Exposure to disagreeable weather conditions and extreme levels of temperature, ventilation, and light is normal. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in the determination of eligibility due to the limitations of the programs and resources to effectively resolve the customers need for help.

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.

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
Required: High School Diploma
Preferred: Bachelor's Degree in any field but, preferably with a human service focus.

Education or Training – special or professional

Work experience with caseload management with a Human Service Agency.
Work experience in determining eligibility for Human Service programs

License, certificates and registrations –

Must obtain and maintain Security Clearance

Special knowledge, skills and abilities

Required: Ability to communicate effectively verbally as well as in written format

Experience - Length in years and kind

Four years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post-secondary education may be substituted for experience as determined relevant by the agency.

Signature of Employee Date

Signature of Personnel Official Date

Approved:

Signature of Supervisor Date

Signature of Agency Head or Appointing Authority Date