

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

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

| | | | | | | | | | | | | |
|--|------------------|--------------------|---|----------|--------------------|-----------|-------|---|----------------|--|------|---|
| 1. Agency Name Department for Children & Families | | 9. Position No. | 10. Budget Program Number 29215 | | Agency Number | | | | | | | |
| 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 | | Position Number | | | | | | | |
| 4. Section PROGRAMS | For Use By | 13. Allocation | | | | | | | | | | |
| 5. Unit EES-ECONOMIC & EMPLOYMENT SERVICES | | 14. Effective Date | | | | | | | | | | |
| 6. Location (address where employee works) City Marysville County Marshall | | Personnel | 15. By | Approved | | | | | | | | |
| 7. (circle appropriate time) <table border="0"> <tr> <td>Full time</td> <td>Perm.</td> <td>Inter.</td> </tr> <tr> <td>Part time</td> <td>Temp.</td> <td>%</td> </tr> <tr> <td>Regular</td> <td></td> <td>100%</td> </tr> </table> | | | Full time | Perm. | Inter. | Part time | Temp. | % | Regular | | 100% | 16. Audit Date: By: Date: By: |
| Full time | Perm. | Inter. | | | | | | | | | | |
| Part time | Temp. | % | | | | | | | | | | |
| Regular | | 100% | | | | | | | | | | |
| 8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM To: 5:00 PM | | Office | 17. Audit Date: By: Date: By: | | | | | | | | | |

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 |
|---------------------|----------------------------------|-----------------|
| Tara Hundley | Human Services Supervisor | K0224330 |

Who evaluates the work of an incumbent in this position?

| Name | Title | Position Number |
|---------------------|----------------------------------|-----------------|
| Tara Hundley | Human Services Supervisor | K0224330 |

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.

Once trained, work is performed using independent judgement within agency policies and procedures. Manuals, training, individual and unit conferences, goals and objectives are provided to assist the employee in performing assigned tasks. Cases and tasks are assigned by the supervisor with general directions. Instructions are provided in manuals and policy memos or through verbal and written instructions.

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>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p> |
|--|--------|--|
| 1. 30% | E | <p>Obtain information:</p> <ul style="list-style-type: none"> a. Use Application, Review, Interim Report, or change information provided to determine such information as household composition, family unit, income, resources, expenses, etc. b. Use team script/template as required to gain understanding and to follow up on specific areas. Obtain information from the client they have available or can obtain during the discussion. c. Utilize collateral contacts and three-way calling to obtain verification, following one touch resolution. This would include using electronic means to obtain this data. d. Utilize information available to the agency through internal arrangements, such as unemployment, Child Support, Social Security, etc. e. Determine required verifications using the Verification Matrix and Manuals; request information from the client using an appropriate due date. f. Interview lobby applicants face to face and non-lobby applicants by telephone to obtain information following BPM principles, keeping the client present or on the phone for the entire interview. |
| 2. 30% | E | <p>Apply knowledge and determine eligibility:</p> <ul style="list-style-type: none"> a. Gain/maintain program knowledge in Cash, Food Assistance, and Child Care programs. b. Follow the processes outlined in the Business Process Management Manual. c. Use BPM materials, desk aides, electronic manuals, and other supports to assist with a wide array of information needed for this position. d. During interviews and in reviewing documents, use program knowledge to determine correct programs, what information is needed, and to help share explanation to the client. e. Make determination of program eligibility, benefit amount and provide written notice. |
| 3. 20% | E | <p>Data entry & Documentation:</p> <ul style="list-style-type: none"> a. Enter information on eligibility system(s) as you obtain it and document as you go. b. Access work and complete work from the appropriate “BPM Trackers”. c. Complete interview template and case file documentation (ImageNow) as you work up case. d. Complete phone records as applicable by team color and task. e. Complete necessary data base information. |
| 4. 10% | E | <p>Communicate with Internal and External Sources</p> <ul style="list-style-type: none"> a. Contact clients for information or to update them on case situations. b. Communicate with Work Programs or Child Support regarding clients meeting program requirements. c. Provide Referrals to Internal and External Services d. Direct clients to Q&A or United Way 211 for multiple needs. |
| 5. 10% | M | <p>Attend Trainings, Meetings, Workshops, etc.</p> <ul style="list-style-type: none"> a. Attend unit meeting and team huddles |

- b. Attend Regional Policy, Update, and Procedure sessions
- c. Attend mandated trainings
- d. Attend approved training that will help further your development in Economic and Employment Services
- e. Complete assigned or approved On-line training

The tasks listed are not all inclusive.

All duties are reviewed for compliance and accuracy by Unit Supervisor, as dictated by Personnel Services Policies.

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.
- 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 individual customers and could result in the loss of federal funds and/or 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 contact with agency customers, agency employees, other social service agencies, community resource agencies, government officials, and the general public in order to determine assistance eligibility for customers. Makes referrals to and coordinates access to other services within the community for customers. The position also provides 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?

This position may encounter hostile, angry, or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent sitting and typing at a computer. A high level of stress may exist in the determination of eligibility and the limits 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, faxes, printers, and copy machines are used daily.

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

- Two 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.

Education or Training - special or professional

Preferred:

- A bachelor's degree with a social services emphasis.

Licenses, certificates and registrations

- Must maintain a valid driver's license if position requires travel.

Special knowledge, skills and abilities

- Ability to communicate effectively verbally, as well as in writing is required.

Experience - length in years and kind

Preferred:

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

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 maintain security clearance throughout employment.

Signature of Employee Date

Signature of Personnel Official Date

Approved:

Signature of Supervisor Date

Signature of Agency Head or
Appointing Authority Date