



STATE OF ALASKA

Position Description

Class Title:
Senior Services Technician

**Position Control
Number (PCN):**

062386

Recruitment Type: Normal

1. Position Control Information

Class Title:	Senior Services Technician	Code:	P4280	Range:	12
Bargaining Unit:	General Government - Personal Leave	Bargaining Unit Code:		GP	
Department:	Health & Social Services	Department Number:	06		
Division:	Senior and Disabilities Services				
Region/Section/Unit:	Provider Certification & Compliance				
Location:	Anchorage	Location Code:	EBA		
Position Type:	Full Time/OMB Authorized	Position Type Code:	FACL		
FLSA Exempt:	No	Strike Class:	3		
Position requires possession of a Commercial Drivers License (CDL):				No	
Position requires possession of, or access to, firearms or ammunition:				No	
AKPAY Organizational Routing Code:	06020703				
Physical Work Address:	550 West 8th Avenue, Anchorage				
Work Phone:	907-334-2639				
Supervisor Information					
PCN:	021538	Title:	Health Program Manager III		
Physical Work Address:	550 W 8th Ave Anchorage				
Work Phone:	907-269-3681				

Type of Action:	Reclass Up
Effective Date:	02/16/2014
Division of Personnel Section:	Classification
Reviewed By:	Virginia Breeze, Human Resource Consultant I, on 02/07/2014
Approved By:	Tres Causey, Human Resource Consultant II, on 02/07/2014
Closed out by:	Sandra Tagaban, Human Resource Technician II, on 02/12/2014

2. Duties

2.1. In one or two sentences, state the main purpose of the position.

Under general supervision, this position performs a variety of support and technical functions in the administration of the Provider Certification & Compliance Unit for the Medicaid Home and Community Based Waiver and Personal Care Assistance program. This position provides support and assistance to program managers and is responsible for program specific work of a senior service oriented agency, develops and maintains systems to track certification information and prepares reports for professional staff which are used internally and externally. The position serves a key role in the Provider Certification Unit as related to regulatory compliance, client health and safety, and continuous quality improvement.

2.2. Starting from the most to the least important, list the functional areas assigned to the position. Within each functional area, describe the duty statement associated; estimate the percentage of time spent performing the duties; and define each area as essential (E) or marginal (M).

Functional Area Title: Data Management and Reporting		
E/M	% of Time	Duty Statement
E	30 %	<p>Create and maintain system generated reports for Provider Certification & Compliance Unit process of certification of Medicaid provider applicants, waivers, onsite provider reviews, and other quality assurance processes.</p> <p>Uses various reporting tools to compare data available internally and externally to correct deficiencies in data sets such as providers not showing up on the interactive public Search Tool but are active in the internal DS3 database.</p> <p>Participates in planning and developing system work orders to improve systems support for the unit.</p> <p>Maintains systems to ensure data integrity.</p> <p>Produces reports for management use; assists professional staff in analyzing data and creating reports. Enters and edits data and creates spreadsheets.</p> <p>Enter and track data related to provisional background checks of employees in agencies that obtain initial certification approvals. Work closely with certification application evaluators to communicate changes in background check status for these individuals for follow up measures.</p> <p>Implementation of a centralized repository of required forms and letters into a SharePoint site to use as a resource.</p>

Functional Area Title: Administrative Support		
E/M	% of Time	Duty Statement
E	30 %	<p>Develops Certification forms for internal use and edits Certification Application forms ensuring accessibility for the public.</p> <p>Builds & maintains UMLs of unit processes, writes or updates written processes as assigned</p> <p>Serves as lead in selecting, training and oversight of DVR and MAAST administrative support</p>

volunteers

Develops Universal Modeling Language (UML) tools for clarifying processes.

Ensures procedures are updated as shared electronic documents for the unit.

Assists with printing, copying, mass mailings, and organizing materials for meetings, training sessions, investigations, and site reviews or provides lead support to supportive staff.

Provides support and maintenance of the unit`s copiers, fax machines and other machinery in the office. Conducts routine maintenance, troubleshooting and periodic repair status checks. Facilitates repair calls as necessary.

Other duties as assigned

Functional Area Title: Provider Communications & Technical Assistance

E/M	% of Time	Duty Statement
E	25 %	<p>Prepares materials for dissemination to providers, including recertification notifications</p> <p>Prepares mailing lists, merges documents, tracks and archives mailing lists for compliance history.</p> <p>Provides detailed information on program regulations; advises the public on program applicability and requirements; explains related laws, rules, regulations, policies, and procedures to potential providers; advises and assists potential providers in setting up services. Must stay abreast of regulation, policy and systems changes.</p> <p>Provides technical assistance to applicants and providers regarding certification application process, setting up Background Check accounts, and corresponding with the SDS fiscal agent for billing purposes.</p> <p>Processes incoming initial and renewal applications for Medicaid Waiver and Personal Care Assistance Certification Application for completeness of required information according to state and federal regulations.</p> <p>Monitors Provider Certification email inbox which is the publicly posted email and web portal for all providers and applicants. Various reports of incidents, inquiries, complaints and questions flow through this email and must be routinely monitored and re-routed. An in-depth knowledge of SDS programs and their inter-relationships must be maintained in order to able to manage this duty. Responds to and takes appropriate action when within prescribed parameters, redirects to the correct professional staff when beyond knowledge base or those parameters, routes various emails to specific professional staff for decisions and action. Must use good judgment to determine level and routing of communications.</p>

Functional Area Title: Records Control

E/M	% of Time	Duty Statement
E	15 %	<p>Serves as subject matter expert on records retention procedures and archiving/off-site storage processes and advises professional staff on these procedures.</p> <p>Helps keep Provider Certification records and files organized and complete. Ongoing filing and policy and procedures toward electronic record keeping.</p>

		Provides records copies for various records requests for criminal cases, public requests, etc. Ensure complete records are provided.
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Percentage Total: 100%

3. Other Work Details

3.1. List the computer software and hardware used to perform the duties described. Estimate how often each is used (e.g. daily, 2-3 times a week, 1-2 times a month, etc.).

Personal Computer used daily. Microsoft Office Suite including: Outlook, Word, Excel. SharePoint, DS3 used frequently. Microsoft PowerPoint, Publisher, Visio, UML, Enterprise, Cognos and Eligibility Information System may be used occasionally.

3.2. List the equipment and materials used to perform the duties described, including machinery, tools, instruments, vehicles, etc. Estimate how often each is used (e.g. daily, 2-3 times a week, 1-2 times a month, etc.).

Printer/Copiers, Scanner, Facsimile machine, Postage Meter, Date Stamp, Stapler, Hole-Puncher used daily. Calculator may be used once per week. Binding equipment may be used 1 per month.

3.3. List the guides and references regularly used to perform the duties described. Examples include federal and state laws and regulations, professional standards, building codes, trade practices, contracts, and policy and procedure manuals. Explain how and why these guides and references are used. Estimate how often each is used (e.g. daily, 2-3 times a week, 1-2 times a month, etc.).

State of Alaska; Alaska Administrative Code 7 AAC 105-160; Department of Health and Social Services and Division of Senior and Disabilities Services policy and procedural manuals used daily. HIPAA guidelines. Background check regulations.

3.4. Describe the level of authority and independence the incumbent of the position exercises. List the actions the incumbent takes or the decisions the incumbent makes on a regular basis without obtaining prior approval from a higher level employee. For example, explain how the position has the authority to commit the organization, or any parts thereof, to a course of action.

Handling of data that tie to client health and safety and regulatory compliance of providers; determinations of completeness of application for certification and barrier applications; answering questions regarding procedure to applicants and public; phone reception duties which interface with the public are the most critical for ensuring correct and courteous handling. Individuals need correct information and referral from this position or passed on to someone with a higher level of knowledge. This position must recognize when to pass on questions and individuals to higher level staff.

3.5. Describe the nature of the contacts the incumbent has with other people in order to perform the duties described. Include who is contacted, the reason for the contact, and how often the contact is made.

On a daily basis, the incumbent has contact with the public. Public may call in crisis and need to be passed emergency service or more likely to the division's Adult Protective Services intake worker. Public may call for information or to lodge a complaint.

On a daily basis, the incumbent will take calls from providers of services with questions about process and

paperwork requirements, who to contact, and other requests for information.

Occasionally the incumbent will work the reception desk and have public walking in with questions about services; recipients of services walking in with questions or complaints about services; providers of services with questions or complaints or here for meetings.

3.6. Describe the consequence of an error made by a prudent employee in the performance of the essential functions assigned to the position. What is the consequence of that error to individuals, operations, and programs?

Accurate policy and procedural explanations to applicant providers are essential to establishing good foundation for what is a contractual arrangement between providers and the State Medicaid program. Incomplete or inaccurate information may lead to loss of administrative time and potential for upset customers as the application process progresses.

In the phone and in-person contacts, correct information and routing of call could be critical to a person's health and safety. The incumbent must recognize the nature of the caller or visitor's need and route appropriately. Failure to route an Adult Protective Services call to a social worker could result in continued danger of an individual.

Other less critical calls could still result in costly problems. If caller/visitors are not provided accurate information, they may not connect to the services they need if they are in need of services. If they are a provider and receive erroneous information, they could provide inadequate or erroneous information which could result in confusion and delay of division's actions.

3.7. List critical requirements of the position not previously described (e.g., skills in keyboarding, writing, negotiating, communications, etc.).

Phone and in-person communication skills; keyboarding; reading policy and procedures; researching policy and regulations and other states' best practices; reading to recognize meaning of documents and communications; customer service skills; calculator.

3.8. List licenses, certifications, registrations, physical or other standards required by state or federal law or regulation to perform the duties described. Cite the specific authority (e.g. law or regulation, such as the OSHA Bloodborne Pathogens Act).

None.

4. Work Demands

The following identifies some of the physical and mental demands and potential hazards typically encountered by this position. These are job demands which can be ***reasonably anticipated and are an expectation of the job***.

Keeping in mind the essential functional areas and duty statements described in section 2, select the rating that best matches the requirement of this position according to the following descriptions:

Rating Description

Not Required (N): Not required of this position.

Present (P): Requirement **is** present, but **is not** essential to the position. (For example, a receptionist may encounter aggressive or angry people, but this is not an essential assignment.)

Occasional (O): Required 33 percent of the time or less **and** essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim; a correctional officer must control aggressive/angry people who are life threatening.)

Frequent (F): Required over 33 percent of the time **and** essential to the position.

Items checked below must be consistent with the duty statements listed in section 2.

4.1 Physical Requirements

Title	Rating			
	N	P	O	F
Sitting				F
Walking		P		
Standing		P		
Running	N			
Jumping	N			
Bending or twisting		P		
Squatting or kneeling		P		
Crawling	N			
Reaching above shoulder level		P		
Reaching below shoulder level		P		
Ascending or descending using a ladder or other conveyance	N			
Climbing stairs	N			
Driving cars, light duty trucks	N			
Driving heavy duty vehicles	N			
Using floor mounted foot controls to operate equipment (e.g., not driving a car)	N			
Repetitive motion of hands/fingers (e.g., keyboarding, turning pages)				F
Fine manipulation with fingers				F
Pinching with fingers				F
Grasping with hand, gripping				F
Load, unload, aim, and fire handguns, shotguns or other firearms	N			

Lifting/carrying up to 25 pounds		P		
Lifting/carrying 26-50 pounds	N			
Lifting/carrying more than 50 pounds	N			
Pushing/pulling up to 25 pounds	N			
Pushing/pulling 26-50 pounds	N			
Pushing/pulling more than 50 pounds	N			
Balancing on moving surfaces	N			
Balancing on narrow surfaces	N			
Balancing on slippery surfaces	N			
Balancing on uneven surfaces	N			
Restraining/grappling with people in a public protection environment	N			
Seeing objects at a distance		P		
Seeing objects peripherally		P		
Using depth perception		P		
Seeing close work (e.g., typed print)				F
Distinguishing colors		P		
Hearing conversations or sounds				F
Hearing via radio or telephone				F
Communicating through speech				F
Communicating by writing/reading				F
Distinguishing odors by smell	N			
Distinguishing tastes	N			

4.2 Work Environment

Title	Rating			
	N	P	O	F
Work in/exposure to inclement weather	N			
Work in/exposure to cold water	N			
Work/live in remote field sites	N			
Work in confined areas (under desks, in heating vents, etc.)	N			
Exposure to dust, chemicals, or fumes	N			
Exposure to hazardous equipment (e.g., guns, chainsaws, explosives)	N			
Exposure to electrical current (not outlets)	N			
Swimming/scuba diving	N			
Work at heights up to 25 feet (e.g., towers, poles)	N			
Work at heights over 25 feet (e.g., towers, poles)	N			
Work in urban or highway traffic (other than driving)	N			
Work around moving machinery or mobile equipment	N			
Work around moving mechanical parts	N			
Work on and off moving equipment	N			
Work on slippery or uneven surfaces	N			
Work/travel in boat/small aircraft/helicopters	N			

Exposure to high noise levels	N			
Exposure to infection, germs, or contagious diseases (e.g., hospital, lab, clinic, etc.)	N			
Exposure to blood, body fluid, or materials potentially contaminated by blood or body fluids (e.g., hospital, lab, clinic, public protection environment)	N			
Exposure to needles or sharp implements (e.g., hospital, kitchens)	N			
Use of hot equipment (e.g., kitchen ovens, lab equipment)	N			
Exposure to wild/dangerous animals	N			
Exposure to insect bites or stings	N			
Exposure to aggressive/angry people in a public protection environment	N			

4.3 Other Work Demands

Title	Rating			
	N	P	O	F
Exposure to aggressive/angry people.		P		

4.4. Explain any special physical, mental, or behavioral requirements of the position that have not already been addressed.

Incumbent will be occasionally be required to pick up supplies; retrieve or deliver records or confidential documents.

5. Supervisory Authority

This page must be completed if PCN **062386** is assigned supervisory or lead level authority (this includes Labor, Trades and Crafts foreman positions). In the chart below, list each position PCN **062386** supervises or leads. Record **062386**'s level of authority for each area of responsibility according to the definitions below. Subordinate positions listed must be consistent with those reflected on the staffing chart, and levels of authority must be substantiated in all other applicable portions of the PD (i.e. duties, guides, actions, decisions).

Note: These ratings are not dependent upon whether the position has actually exercised the authority, but rather what level is assigned.

Level Definition of Level of Authority Assigned

- 1 = Has authority to take action; notification to supervisor may or may not be necessary afterward.
- 2 = Effectively recommends and discusses decision with supervisor; then takes action.
- 3 = Presents recommendations to supervisor; supervisor makes decision and directs position to take action.
- 4 = No authority to take or recommend action.

Is PCN **062386** assigned supervisory or lead level authority for one or more of the responsibilities listed in the chart below? **No** If no, skip this section.

PCN 062386's Responsibilities and Assigned Level of Authority

Positions Directly Supervised or Led by PCN 062386	Employ (includes authority to hire, transfer, layoff, OR recall)	Discipline (includes authority to suspend, demote, OR issue written warnings)	Discharge	Adjudicate Grievances (includes authority to respond to a first level grievance under a collective bargaining agreement)	Assign Work	Set Task Priorities	Check Quality of Work	Evaluate Performance	Instruct & Train Staff

None

6. Department Request & Certification

Information at Time of Request

Class Title: Office Assistant II	Code: P1135 Range: 10
Bargaining Unit: General Government Unit	Bargaining Unit Code: GG
Department: Health & Social Services	Department Number: 06
Division: Senior and Disabilities Services	
Region/Section/Unit: Quality Assurance	
Location: Anchorage	Location Code: EBA
Position Type: Full Time/OMB Authorized	Position Type Code: FACL
FLSA Exempt: No	Strike Class: 3
Position requires possession of a Commercial Drivers License (CDL):	No
Position requires possession of, or access to, firearms or ammunition:	No
AKPAY Organizational Routing Code: 06020703	
Physical Work Address: 550 West 8th Avenue, Anchorage	
Work Phone: 907-334-2639	
Supervisor Information	
PCN: 021538 Title: Health Program Manager III	
Physical Work Address: 550 W 8th Ave Anchorage	
Work Phone: 907-269-3666	

Requested Changes

Class Title: Senior Services Technician	Code: P4280 Range: 12
Region/Section/Unit: Provider Certification & Compliance	
Supervisor Information	
PCN: 021538 Title: Health Program Manager III	
Physical Work Address: 550 W 8th Ave Anchorage	
Work Phone: 907-269-3681	

Requested Actions

Reclass Up, Update

Reason for the Request

Reclassification to Senior Services Technician requested. Minor PD updates and edits made, including new supervision lines. PCN 062386 now supervised directly by PCN 021538.

Certification

Supervisor Designee

I certify that the information provided in this submission is accurate and complete to the best of my knowledge.

Lisa McGuire, Health Program Manager III, on 01/10/2014

Division

I certify that the information provided in this submission is accurate and complete to the best of my knowledge.

Timothy Barnes, Administrative Officer I, on 01/13/2014

Department

I certify that the information provided in this submission is accurate and complete to the best of my knowledge and the required budgetary authorization exists to implement the requested action.

Kaitlyn Essary, Administrative Officer I, on 01/13/2014

7. Staffing Chart & Attachments

Reclassification Form

Provider Certification Org Chart

revised org chart

8. Classification Analysis

The Department of Health & Social Services, Division of Senior & Disabilities Services, submitted this Position Description (PD) for PCN 062386 and requested reclassification up from Office Assistant II to Senior Services Technician. The position is filled, located in Anchorage, and is supervised by PCN 021538 (Health Program Manager III). Neither lead-level nor supervisory authority is assigned to the position.

Contacts:

Lisa McGuire (Health Program Manager III) was contacted regarding the position's responsibilities.

Class Concepts:

Office Assistants provide clerical services in administrative, informative, and/or programmatic functions. These services are based on established procedures, precedents, and policies.

Office Assistant II is the advanced level of the series in which incumbents perform clerical services that require determining administrative and/or programmatic tasks to be completed, prioritizing work, and deciding the appropriate action to be taken based on interpretation and application of the organization's programs, policies, and regulations. Incumbents perform clerical duties that require knowledge and understanding of the organization's regulations, programs, and policies in order to vary procedures depending on different situations, explain requirements to others, and recognize errors and discrepancies in information and take appropriate action.

Work at this level typically consists of a variety of duties that differ in nature and sequence because of the particular characteristics of each transaction or assignment. Guidelines and precedents are less detailed and explicit than at the lower level. Judgment is required in reviewing and assessing situations and making decisions on selecting the most appropriate course of action within the agency's established procedures. Positions may lead lower-level clerks; in a lead role, incumbents train, assign, and check the work of subordinate staff. Office Assistant II is distinguished from **Office Assistant III** by the latter's responsibility to serve either as an office facilitator in an office with no other clerical support or as a lead over a defined clerical unit or sub-unit. Positions whose work is primarily in a single administrative functional area shall be allocated to the job class specific to the area when such a job class exists.

Senior Services Technicians, under general direction, provide paraprofessional assistance to professionals performing, managing and/or administering senior service programs. Positions provide information about senior service programs to the public and research statutes, regulations, and policies to determine the applicability to the program this position supports. Lead responsibilities may be assigned. Senior Services Technicians perform paraprofessional work in the daily administration required to keep the specific program functioning.

This class is distinguished from the Office Assistant series by the technical, rather than clerical, nature of the work. The Senior Service Technician requires more in-depth understanding of the complexity and inter-relationship of program functions, and the necessity to interpret and apply guidelines, regulations, and statutes to a variety of situations and problems not typical of the clerical level. This job class is distinguished from other technical level positions by the specialized area of support being provided to a senior service program. Incumbents perform the technical on-going work associated with the program operations.

Analysis:

All duties, responsibilities, and authorities listed within the Position Description were considered for this analysis.

Previously, PCN 062386, as Office Assistant II, performed a variety of support and technical functions in the administration of the Quality Assurance Program for the Medicaid Home & Community Based Waiver and Personal Care Assistance Program and its relationship with the state-funded General Relief Assisted Living Home and SDS (Senior & Disabilities Services) Grant Service Programs, creating and maintaining data collection systems (e.g., Excel or Access) and designing and developing reports from the data.

Now PCN 062386 performs a variety of support and technical functions in the administration of the Provider Certification & Compliance Unit for the Medicaid Home and Community Based Waiver and Personal Care Assistance Program at SDS. The position provides support and assistance to program managers and is

responsible for program-specific work of a senior service- oriented agency, develops and maintains systems to track certification information, and prepares reports for professional staff, which are used internally and externally. The position serves a key role in the Provider Certification Unit as related to regulatory compliance, client health and safety, and continuous quality improvement.

Office Assistants provide clerical services in administrative, informative, and/or programmatic functions with services based on established` procedures, precedents and policies. Office Assistant II, the advanced level in the series, performs clerical duties that require knowledge and understanding of an organization's regulations, programs, and policies in order to vary procedures depending on different situations. The work now assigned to PCN 062386 is defined by its technical responsibilities that require an understanding of the complexity and inter-relationship of program functions and the necessity to interpret and apply guidelines, regulations, and statutes to a variety of situations and problems not typical of the clerical level and that therefore rise above the level of the Office Assistant II and Office Assistant III job classes.

PCN 062386 produces reports for management use; assists professional staff in analyzing data; enters and tracks data related to provisional background checks of employees in agencies that obtain initial certification approvals; works closely with certification application evaluators to communicate changes in background check status; compiles and analyzes demographic data for clients in relation to scheduling assessments; monitors data, and produces reports for management use; and assists professional staff in analyzing data and creating reports. The incumbent also develops certification forms for internal use; serves as a lead in selecting, training and oversight of administrative support volunteers; organizes materials for meetings and training sessions; provides detailed information on program regulations; advises the public on program applicability and requirements; provides technical assistance to applicants and providers regarding the certification application process;

PCN 062386 processes incoming initial and renewal applications for Medicaid Waiver and Personal Care Assistance Certification Applications for completeness of required information; and serves as a subject matter expert on records retention procedures and archiving/off-site storage processes. This combination of duties requires an in-depth understanding of interrelated program functions and the application of up-to-date statutory, regulatory, and program policy criteria that indicate PCN 062386 has a specialized support role for a senior services program (Home & Community-Based Medicaid Waiver Services), therefore directing allocation of the position to the Senior Services Technician job class.

Conclusion:

PCN 062386 is allocated to Senior Services Technician. The position is appropriately placed in the General Government Bargaining Unit. The position does not meet the criteria for exemption under the Fair Labor Standards Act and is eligible for overtime.

Allocation to a higher range is based upon duties currently performed by the incumbent.