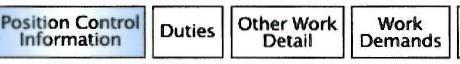
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Supervisory Department Request

Authority and Certifcation

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Staffing Chart Analysis

& Attachments

STATE OF ALASKA

Position Description Position Control

Number (PCN):

062386

Class Title:

Office Assistant II Recruitment Type:Normal

1. Position Control Information

Class Title: Office Assistant II Code: P1135 Range: 10

Bargaining General Government Unit Bargaining Unit GG Unit: Code:

Department: Health & Social Services Department Number: 06

Division: Senior and Disabilities Services

Region/Section/Unit: Quality Assurance

Location: Anchorage Location Code: EBA

Position Full Time/OMB Authorized Position Type FACL Type: Code:

FLSA Exempt: No Strike 3

Class:

Position requires possession of a Commercial Drivers License (COL): 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

|  |  |
| --- | --- |
| Type of Action: | Reclass Up |
| Effective Date: | 12/01/ 2010 |
| Di vision of Personnel Section: | Classification |
| Reviewed By: | Anna Kirsanova, Human Resource Specialist I, on 11/22/2010 |
| Approved By: | Tres Causey,Human Resource Specialist II, on 11/22/ 2010 |
| Closed out by: | Don Wright, Human Resource Technician II,on 11/22/2010 |

Current Posi tion

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**Class Title:**

Office Assistant II

**Position Control**

**Number (PCN): 062386**

**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 Quality Assurance program for the Medicaid Home and Community Based Waiver and Personal Care Assistance program and its relationship with the state funded General Relief Assisted Living Home and SDS Grant service programs. This position helps with developing and maintaining systems to track quality assurance Information and prepares reports for professional staff, which are used internally and externally. The position serves a key role in the Provider Certification unit, a unit within QA and supports various other areas 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:** Quality Assurance Data Management and Reporting | | |
| **E/M** | *%* **of Time** | **Duty Statement** |
| E | 25% | Create and maintain various data collection systems such as in Excel or Accessfor QA unit process of certification of Medicaid provider applicants, ~~critical incidents~~, ~~training and~~ training waivers, onsite provider reviews, other quality assurance processes.  Designs and develops reports from the data for use within the division’s quality improvement manager workgroup for analysis and for publication to department level managers, federal oversight agency, legislature and public entities  Maintains systems to ensure data integrity. |

|  |  |  |
| --- | --- | --- |
| **Functional Area Title:** Medicaid Waiver and Personal Care Assistance Applications and Compliance | | |
| **E/M** | *%* **of Time** | **Duty Statement** |
| E | 25% | This positions screens initial and renewal applications for Medicaid Waiver and |



Personal Care Assistance Certification Application for completeness of required information according to state and federal regulations. When applications are incomplete, contacts the applicant agency’s administrator to request additional information. Upon completion of the packets, provides application and materials to professional staff for evaluation and Medicaid certification. Tracks process information and reports on application processes to manager.

Provides information to pre-applicants about application process and regulatory requirements.

Reviews and approves routine waivers for provider training. Consults with professional staff as needed.

Reviews providers applications for variances related to staff with barrier crimes. Checks applications for completeness. Advises other Department offices of the application and requests information from them. Advises agency of incomplete documents. Prepares packets for professional staff for evaluation. **– I have never done this!**

Participates in planning and developing system work orders to improve integrated

Information System support for the QA unit's need.

|  |  |  |
| --- | --- | --- |
| **Functional Area Title:** Provider Communications and Training | | |
| **E/M** | **%of Time** | **Duty Statement** |
| E | 10% | Participates in identifying need for provider education and other communication materials. Prepares draft materials for dissemination. Provides editing for other staff's drafts of materials for public dissemination.  Prepares mailing lists, merges documents, tracks and archives mailing lists for compliance history.  Helps plan implementation of policy and regulation change training and other needed training. May help in materials development, web materials and coordination of training. Must stay abreast of regulation, policy and systems changes.  Provides technical assistance to applicants and providers regarding policy and procedures. |

|  |  |  |
| --- | --- | --- |
| **Functional Area Title:** Quality Assurance Public Communications Monitor | | |
| **E/M** | **%of Time** | **Duty Statement** |
| E | 10% | This position is the primary manager the centralized Quality Assurance and **Certification** email inboxes which is the publicly posted email and web portal for Quality Assurance for all DSDS programs. Various reports of incidents, inquiries, complaints, and questions flow through this email and must be routinely monitored~~. In the case of critical incidents, these must be handled in an expeditious manner.~~ An in-depth knowledge of all DSDS programs and their inter-relationships must be maintained in order to able to manage this duty. This position provides responses to many within the knowledge base, 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. Will conduct research to determine the issue or question and handle the communication if possible. Must use good judgment to determine level and routing |



of communications.

|  |  |  |
| --- | --- | --- |
| **Functional Area Title:** Procedure Development | | |
| **E/M** | **%of Time** | **Duty Statement** |
| E | 10% | Writes operational procedures for Quality Assurance procedures. Integrates snapshots and information from multiple sources (DS3,MMIS, STARS, regulations, policy, etc.) to help illustrate processes.  Utilizes Universal Modeling Language (UML) tools for clarifying processes. Ensures procedures are updated as shared electronic documents for the unit. |

|  |  |  |
| --- | --- | --- |
| **Functional Area Title:** Records Control | | |
| **E/M** | *%* **of Time** | **Duty Statement** |
| E | 10% | Organizes Provider Certification Records. Ongoing filing, policy, and procedures toward electronic record keeping.  Provides records copies for various records requests for criminal cases, public requests, etc. Ensure complete records are provided.  Provides lead project support when other staff are assisting in these efforts. |

|  |  |  |
| --- | --- | --- |
| **Functional Area Title:** Library Maintenance | | |
| **E/M** | **%of Time** | **Duty Statement** |
| M | 5% | Develop and maintain organized system of resource materials for quality assurance library. Provides project support when non-permanent staff are assisting in these efforts. – Library is older stuff and new items are very rarely added since the initial push for digitizing it.  Could be replaced with Task Committee member & Meeting Minutes or Sharepoint Site Management for Unit? |

|  |  |  |
| --- | --- | --- |
| **Functional Area Title:** Other Duties As Assigned | | |
| **E/M** | *%* **of Time** | **Duty Statement** |
| E | 5% | Assists periodically with printing, copying and organizing materials for meetings, training sessions, investigations, and site reviews or provides lead support to supportive staff.  Provides support and maintenance of the QA copiers, fax machines and other machinery in the office. Conducts routine maintenance, troubleshooting and periodic repair status checks. Assures supplies are in stock. Facilitates repair calls as necessary.  Monitors office supplies for Quality Assurance Unit. Prepares orders as needed for supervisory review and approval.  Provides other technical support as needed. |

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**Class Title:**

Office Assistant II

**Position Control**

**Number {PCN): 062386**

**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**

1 =

2 =

3 =

4 =

**Definition of Level of Authority Assigned**

Has authority to take action; notification to supervisor may or may not be necessary afterward.

Effectively recommends and discusses decision with supervisor; then takes action.

Presents recommendations to supervisor; supervisor makes decision and directs position to take action.

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 Employ Discipline  Directly (includes (includes  Supervised authority authority to or Led by to hire, suspend,  PCN transfer, demote,OR  **062386** layoff, issue  OR written recall) warnings) | Discharge | Adjudicate  Grievances (includes authority to respond to a first level grievance under a collective bargaining agreement) | Assign  Work | Set Task  Priorities | Check Evaluate Instruct  Quality Performance & Train of Staff  Work |
| None | | | | | |