

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

TBD

CLASSIFICATION:

Program Technician II

POSITION NUMBER:

800-942-9928-910

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Disability Determination Service Division/Sacramento

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Operations Support Bureau

SUPERVISOR'S NAME:

TBD

SUPERVISOR'S CLASS:

Disability Evaluation Services Administrator I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☒ None
- ☐ Other (Explain below)

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The mission of the California Department of Social Services is to serve, protect, and support the people of California experiencing need in ways that empower wellbeing and disrupt systemic inequities.

CONCEPT OF POSITION:

Under the supervision of the Operations Support Bureau Chief (DESA I) or Administrative Services Section Chief (OSS II), the Program Technician II (PT II) in the Central Intake Unit is responsible for the monitoring and equalizing new cases assigned to case adjudication teams. The PT II screens cases; calculates case assignments daily to ensure equity; retains/manages unassigned cases in Central Intake Unit; and acts as a resource to staff performing intake/closure functions in the adjudication teams. The PT II researches, analyzes and resolves complex case edit issues, performs liaison activity with SSA Regional and Field Offices on system related issues, prepares week reports, provides system maintenance and support, and assists with training staff.

The PT II (Intake) is a full participant on the team in making decisions regarding team endeavors related to providing service and resources to ensure efficient operation of the Branch.

A. RESPONSIBILITIES OF POSITION:

50% Coordinates equalization of cases to ensure equity. Determines case assignments, and calculates equalizations, based on case type/level and analyst classification. Utilizes program knowledge and pertinent reference materials to perform technical review of claim folders & electronic case data files to determine type, level, and other information to assure proper receipt. Assists the Operations Support Bureau to monitor changes in case receipts. Manages any unassigned/shelved cases to ensure appropriate tracking and timely assignment. Reviews and resolves case assignment discrepancies for the teams.

25% Researches and resolves technical case problems with receipting or clearing cases on the MIDAS computer system and SSA NDDSS network. May review, analyze, and direct reports from the federal E-Mail system. Acts as liaison with the Social Security Administration (SSA) Field Office (FO) on special procedures and functions which need clarification or require a specific response. Maintains a close working relationship with SSA Field Offices, contacting them to resolve edit messages and/or system problems. Continually refers to Systems Manual for program references when dealing with Field offices. May prepare requested reports for management or tracking purposes.

20% May assist other Operations Support Bureau personnel. Acts as a resource, to line staff in the Case Adjudication Bureau, in resolving complex receipt and clearance edits from the computer system

5% May work on special projects identified by management.

B. SUPERVISION RECEIVED:

Receives direct supervision from the Operations Support Bureau Chief (DESA I) or Administrative Services Section Chief (OSS II) or through subordinate lead personnel.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The incumbent has daily contact with other Branch employees and may receive direction from DEA III's in Operations Support Bureau. The incumbent also has regular contact with SSA personnel in the Regional and Field offices. Contacts with Social Security may require a high level of tact as they often involve correcting errors made by those personnel.

E. ACTIONS AND CONSEQUENCES:

Errors may have a significant impact on the operations of the Branch. Failure of the unit to handle work expeditiously would result in processing time delays and may increase processing costs. Because the incumbent is given special security clearance to input directly onto the Social Security computer network, errors, or inappropriate actions could compromise the nationwide network. Errors could result in inappropriate expenditure of public funds.

F. OTHER INFORMATION:

The incumbent may be assigned other duties in the Operations Support Bureau necessary for workload. The incumbent's case-related activities require the use of a special computer application utilized by Disability Determination Service Division for case processing. Case files may be paperless and require processing by computer including reading and keying in of information. Uses computer to read and send e-mail messages.

LIST OF ACCEPTABLE DOCUMENTS

All documents must be UNEXPIRED

Employees may present two selections from List A

or a combination of one selection from List A and one selection from List B.

Employees may NOT use one selection to establish both Identity and Employment Authorization

LIST A Primary Source Documents and Potential Secondary Source Documents	And/Or	LIST B Secondary Source Documents
1. U.S. Passport or a U.S. Passport Card 2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551) 3. Foreign Passport 4. Employment Authorization document that contains a photograph (Form I-766) 5. Driver's license or ID card issued by a State or possession of the United States, provided it: a. Contains a photograph b. Does NOT carry the notation "FEDERAL LIMITS APPLY," NOT ACCEPTABLE FOR OFFICIAL FEDERAL PURPOSES," or other similar notation that would make the card a secondary source document c. Is REAL ID compliant 6. U.S. Military ID Card 7. U.S. Military dependent's ID Card 8. PIV Card issued by a U.S. federal government agency The accepted documents listed are in accordance with Federal Information Processing Standards Publication 201-3 (FIPS 201-3) as published by the National Institute of Standards and Technology (NIST) in support of Homeland Security Presidential Direction No. 12 (HSPD-12) and the Real ID Act.		1. U.S. Social Security Card issued by the Social Security Administration (SSA) 2. Original or certified copy of a birth certificate issued by a state, county, municipal authority, possession, or outlying possession of the United States bearing an official seal 3. ID Card issued by a federal, state, or local government agency or entity, provided it contains a photograph 4. Voter's Registration Card 5. U.S. Coast Guard Merchant Mariner Card 6. Certificate of U.S. Citizenship (Form N-560 or N-561) 7. Certificate of Naturalization (Form N-550 or N-570) 8. U.S. Citizen ID Card (Form I-197) 9. ID Card for Use of Resident Citizen in the United States (Form I-179) 10. Certification of Birth Abroad or Certification of Report of Birth issued by the Department of State (Form FS-545 or Form DS-1350) 11. Temporary Resident Card (Form I-688) 12. Reentry Permit (Form I-327) 13. Employment authorization document issued by Department of Homeland Security (DHS) 14. Employment Authorization Document issued by DHS with photograph (Form I-688B) 15. Driver's license issued by a Canadian government entity 16. Native American tribal document

Case Adjudication Bureau – Program Technician II (PT II)



 Disability Determination Service Division, Case Adjudication Bureau

 We have offices throughout California including Sacramento, Roseville, Stockton, Fresno, Glendale, Covina, Oakland, Los Angeles, San Diego, La Jolla, and Rancho Bernardo.

Who are we?

The Disability Determination Service Division (DDSD) is an empowered team of caring people who set the standard for the nation in providing quality services. Everything we do will serve to build respect and trust in the California DDSD. Our twelve production branches are responsible for processing disability claims for benefits under the Social Security Disability Insurance, Supplemental Security Income, and/or Medi-Cal Disability programs. We also have the Central Support Services Branch involved in providing systems and administrative support to our adjudication branches.

We recognize our staff are critical to delivery of services to disabled Californians. We believe in investing in our people, learning from one another, and truly caring about the people we work with by supporting flexible work schedules and seeking innovative strategies to improve our program's outcomes.

What will you do?

We are seeking line staff who are passionate about furthering the Department's mission. You will:

- Perform highly technical work related to disability claims to secure medical documentation for applicants and ensuring claims are accurate and complete.
- Perform fiscal services to make sure medical records and examinations are scheduled and paid for.
- Collaborate within a self-directed adjudication team and medical staff on claims processing.
- Consult with management and team members on team efficiency and claimant concerns.

What you bring to the table:



Compassion

Passion for helping others.



Teamwork

Dedication to working in a team environment.



Detail Oriented

Ability and desire for efficiency.

Other desired qualifications:

- Self-motivated
- Attention to detail
- World class customer service to internal and external stakeholders
- Able to interpret policies and apply them to a situation