

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

TBD

CLASSIFICATION:

Program Technician II

POSITION NUMBER:

800-997-9928-910

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

Disability Determination Service Division/Stockton Branch

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

Program 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 direction of the Program Support Bureau Chief, the Program Technician II (PT II) in the Program Support Bureau (PSB) is responsible for a wide range of diverse actions on disability claims at the initial, reconsideration, continuing disability and hearings level of case processing. This position provides support to the Bureau's professional staff as well as gathering and reporting program information based on case review. The PT II is responsible for independently performing a very wide variety of tasks that require detailed knowledge of casework and systems input.

A. RESPONSIBILITIES OF POSITION:

20% Identifies and selects cases for sample in accordance with established Bureau guidelines; identifies and selects cases with unique characteristics for special reviews. Assigns sample cases equitably to the Program Support Analyst for review. Tracks cases entering and leaving PSB. Maintains and reports statistical information on quality. Devises and redesigns local forms to accommodate changing cases review categories. Requires a comprehensive understanding of all types of disability claims by level and type.

20% The Program Technician II tracks PER and QA Tier II case returns, including the extraction of data and system input. Provides technical assistance and support for quality case reviews, end of line reviews, accurate completion of 831, 834, DLI, PDN, etc. Refers or consults with program analyst as needed for more complex case issues.

20% Completes specific items on case review input forms; reviews these forms for accuracy and completeness. Enters data from case review forms into computer system. Produces statistical reports and/or printouts. Participates in select aspects of conducting special studies including, but not limited to, tabulation of results and assistance with report completion.

20% Examines hearings case folders to ensure inclusion and proper completions of hearings forms. Closes, inputs and receipts cases ready for hearings assignment. This activity requires complex knowledge of disability claims and system inputs. May assist the Hearing Officers to schedule and/or send out correspondence for hearings and makes arrangements for interpreter services, as well as scheduling Consultative Exams and processing service bills. Acts as receptionist for hearing process. Responds to requests for information and attempts to solve problems posed by claimants, representatives, attorneys, consultative examination vendors, district office personnel and other members of the public. This includes researching case records via computer and providing necessary information to resolve case problems. Independently consults with computer specialists (Planning & Support Analysts) to resolve more difficult system problems. Uses Microsoft Word and Midas programs to process many facets of hearings cases. Requires extensive knowledge of system operations. Processes hearings decision letters, memos, reports, charts, and other documents. Proofs all completed material. Saves documents in both computer and file cabinet storage. Coordinates with the SSA liaisons to obtain off-site hearing space and coordinates with hearings officers to assure that adequate space is available to hold hearings.

5% Photocopies and files Program Support material. Provides telephone coverage, when necessary. Prepares or handles confidential materials such as mail, case files, personnel memos, etc. Determines need for supplies, equipment, and equipment maintenance and arranges same.

5% Independently originates, develops, and/or revises support policies and procedures. Following Bureau Chief approval, prepares written procedures for Program Support clerical manual and updates manual as changes occur. Provides assistance and support to Branch Training Coordinator and other branch training activities.

5% Screens incoming mail and hearing folders to assure that material is forwarded to the appropriate destination or that the proper actions are taken. Maintains a listing of all mail and/or claim requiring action. Initiates and monitors, follow-ups, to assure that appropriate actions are being taken.

5% May work on special projects identified by management.

B. SUPERVISION RECEIVED:

A Disability Evaluation Services Administrator I supplies formal supervision governing performance and growth. The Program Support Bureau Program Technician II functions independently and must use a high degree of initiative, independence, and discretion in performing tasks. The PT II's work rarely receives supervisory review and is given clear descriptions of job assignments, priorities, and is also given responsibility and authority to conduct tasks necessary to complete assigned duties.

C. ADMINISTRATIVE RESPONSIBILITY:

NONE

D. PERSONAL CONTACTS:

The Program Support Bureau PT II has daily contacts with the Program Support Bureau Chief, Medical Consultant, Program Specialists (Disability Evaluation Analyst III-Specialists); has frequent contact with staff from the Branch, representatives of other State agencies, physicians and hospital staff, claimants, attorney, non-attorney representatives, interpreters and witnesses; has occasional contact with the Quality and Appeals Program Analyst in Headquarters. The Program Support Bureau PT's contacts with Branch staff are usually of a sensitive nature such as personal delivery of confidential Quality & Appeals related case material to appropriate personnel and use of the Branch's computer equipment. Confidentiality and discretion are absolute requirements. In addition, incumbents must deal with claimants who have disabilities including mental illness and substance abuse which may impair their ability to communicate effectively. Considerable tact and poise must be maintained in dealing with the claimant and members of the public.

E. ACTIONS AND CONSEQUENCES:

The Program Support Bureau PT II is responsible for duties as discussed above. The PT II is expected to consistently exercise a high degree of initiative, independence, originality, good judgment, and discretion in performing tasks requiring application of detailed regulations, policies, and procedures. The PT II generally represents the first line of communication with claimants and the public at large. Poor communication skills could have an adverse impact on public relations. Inappropriate action and/or lack of good judgment in the operation of computer equipment could result in inaccurate and untimely reports, improper case returns, damaged or lost files, and delays in meeting Bureau deadlines. Since Program Support computer reports are used to evaluate performance of line staff, any errors would severely impact the credibility of the Bureau and could have serious impact in the assessment of performance of individual line personnel. Inappropriate action and/or lack of good judgment in performing the sampling task would result in invalid samples. It is essential that this task be done with absolute accuracy due to the severe consequences of error. In addition, the PT II must display a high level of discretion as the work is of a high degree of confidentiality. The Program Technician has clearance to operate restricted computer equipment and programs.

F. OTHER INFORMATION:

The incumbent's case-related activities require the use of a special computer application utilized by DDSD for case processing. Case files may be paperless and require processing by computer including reading and keying in of information. The incumbent's work may also include the use of computer scanners and related equipment. Uses computer to read and send e-mail messages.

Program Support Bureau – Program Technician II (PT II)



 Disability Determination Service Division, Program Support 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 program support staff who are passionate about furthering the Department's mission. You will:

- Perform highly technical work related to disability hearings claims.
- Perform assignment of cases and troubleshoot issues for hearing officers.
- Collaborate with internal and external stakeholders.
- Consult with management and team members on hearings processing 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

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