

## CLASS SPECIFICATION

CLASS TITLE: VOLUNTEER PROGRAM COORDINATOR

Class Code: G202C

### CLASS SUMMARY

The Volunteer Program Coordinator is responsible for developing, coordinating, and managing statewide volunteer programs. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Supervises a medium-sized staff of volunteer program developers and volunteers by interviewing and recommending for hire, training employees, assigning and reviewing work, and evaluating the performance of incumbents. Develops and assists in the development of statewide volunteer programs by reviewing and evaluating agency needs and available resources, preparing program proposals, and recommending methods of program implementation. Coordinates agency programs and resources by researching existing and ~~alternative volunteer resources and contacting other agency coordinators and/or business,~~ community, or non-profit organization representatives to arrange common services. Identifies and develops program training materials, presents training course, and provides technical assistance to agency coordinators as needed. Develops and manages volunteer demonstration programs by designing program and grant proposals, monitoring and evaluating program usage, and preparing program publicity. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of supervisory practices and procedures Knowledge of volunteer program development, recruitment, and interviewing practices and procedures. Knowledge of volunteer services and programs. Knowledge of community and state resources. Ability to plan, organize, and oversee the work of subordinates. Ability to develop, write, and monitor volunteer programs. Ability to prepare and present oral and written information and reports.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a bachelor's degree with a major in sociology, social work, psychology, communications, business, or related field; plus two years of experience in volunteer program management, community services, public information, social services, or a related field. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: INFORMATION SYSTEMS COORDINATION SPECIALIST

Class Code: D061C

### CLASS SUMMARY

The Information Systems Coordination Specialist is responsible for coordinating the development of automated computer systems and defining user needs. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Coordinates the development and implementation of systems and programs, gathers data from users, reviews system changes, policies, and procedures to define system needs, and prepares and analyzes test data and on-line programs. Supervises a small professional and administrative support staff by interviewing and recommending for hire, making work assignments, training, and evaluating the performance of incumbents. Performs technical analysis of software, hardware, and network systems to evaluate network services and ~~technology in support of current and future development of the network. Performs analyses~~ and diagnostics to isolate the source of network, hardware and software malfunctions. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of the application of systems analysis and programming in automated information systems. Knowledge of capabilities and limitations of information systems hardware and software. Knowledge of supervisory practices and techniques. Ability to analyze information system problems or errors and devise corrective measures. Ability to supervise a subordinate professional and administrative support staff. Ability to write moderately complex applications to fulfill requirements or select appropriate off-the-shelf software and modify to suit agency or institution needs. Ability to plan and direct the work of others.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a bachelor's degree in computer science, mathematics, or a related field; plus four years of experience in computer support including one year of supervisory or leadership experience. OR Completion of technical training in computer science, information technology, or a related field acquired from a vocational, military or industrial setting plus six years of experience in computer support, including one year of supervisory or leadership experience. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: ADH DIR IN-HOME SERVICES

Class Code: N118N

### CLASS SUMMARY

The Arkansas Department of Health (ADH) Director of In-Home Services is responsible for developing and overseeing in-home health care services statewide. This position is governed by state and federal laws and agency policy.

### TYPICAL FUNCTIONS

Directs and coordinates division activities through program directors by assessing service and financing needs, establishing goals and objectives and short and long-range plans, reviewing and evaluating program effectiveness, and making adjustments as necessary. Approves annual/biennial budgets, cash flow plans, and monitors expenditures. Determines staffing necessary to meet needs and maintain quality and efficiency in services, directs employee orientation, and provides training for new employees. Establishes program standards, policies, and procedures to meet medical and professional standards, reimbursement requirements, state and federal regulations, and sound business practices. Directs development of public information materials used to educate the general public, patients, and health professionals and designs presentations regarding in-home service issues. Drafts legislation and provides information pertaining to in-home services. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of state and federal guidelines and regulations governing in-home health services. Knowledge of the principles and practices of personnel and fiscal management. Knowledge of state government budgetary practices. Ability to analyze, evaluate, and manage program and service effectiveness and compliance. Ability to develop and implement public health care policies and procedures. Ability to interpret laws and draft legislation.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a bachelor's degree in health service administration, business administration, or a related field; plus five years experience in public health administration or a related field, including three years in a supervisory role. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: PURCHASING SPECIALIST

Class Code: V015C

### CLASS SUMMARY

The Purchasing Specialist is responsible for conducting the competitive bid process. This position is governed by state and federal law and agency/institution policy.

### TYPICAL FUNCTIONS

Conducts competitive bids by writing bid specifications, preparing bid requisition documents, receiving and analyzing submitted bids, conducting public bid openings, preparing bid summaries, and posting intent to award bid. Processes requisitions and invoices, contacts vendors, and assigns or secures purchase order numbers. Maintains vendor files and updates data as needed. Communicates with accounts payable, to ensure proper payment of invoices, and performs assigned accounting duties. Provides technical customer service support to other departments and employees regarding purchasing and the purchasing system software. ~~Enters data into complex databases and systems and develops queries to~~ gather information and prepare reports. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of applicable laws and regulations. Knowledge of computers and software application programs. Knowledge of database management and basic accounting principles. Knowledge of filing and recordkeeping procedures. Ability to perform accurate data entry and manipulate data to generate reports and documents. Ability to compose, proofread, and edit correspondence, reports, and other documents requiring attention to detail. Ability to conduct research and perform basic quantitative quality assurance reviews.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a high school diploma or G.E.D.; plus four years of experience in purchasing or a related field. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. **OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.**

## CLASS SPECIFICATION

### CLASS TITLE: ACCOUNTING COORDINATOR

Class Code: A052C

### CLASS SUMMARY

The Accounting Coordinator is responsible for overseeing one or more accounting functions of an organization. This position is governed by state and federal laws, Generally Accepted Accounting Principles (GAAP), and agency/institution policy.

### TYPICAL FUNCTIONS

Provides general supervision to a subordinate professional, para-professional, and administrative support staff engaged in accounting activities by assigning and prioritizing work assignments, providing instructions, reviewing work performed, and evaluating employee performance. Monitors budgets and expenditures, provides approvals for transactions based on available budget and sponsoring agency restrictions, and monitors internal controls, procedures, and compliance issues for grants and/or contracts. Analyzes, ~~interprets, and disseminates information related to legal contracts received from various~~ federal, state, local, and private agencies including period of performance, allowable cost items, payment terms, and other restrictions. Establishes and maintains general ledgers on departmental operations, calculates and allocates funds for new and existing accounts or projects, develops forms and documents for special accounts, reviews posted entries to general ledgers and subsidiary accounts, balances accounts periodically, and closes books as needed. Prepares spreadsheets and database files from automated information systems, monitors purchasing procedures of departmental personnel, determines account responsibility for payment of expenditures, instructs new employees on purchasing and travel procedures, and interacts with management to develop new accounting procedures. Reviews, analyzes, and prepares reports designed to reflect aspects of the organization's fiscal status and prepares special and periodic reports for use in planning by upper level management. Compiles budgetary reports for fiscal managers, meets with departmental managers to discuss budgetary reports, and provides advice on budgetary guidelines or other financial reporting matters; analyzes and reviews compiled data of departmental accounts for accuracy of posted entries and advises departmental managers on organizational policies related to financial or budgetary reporting requirements. Provides technical assistance to management, staff, and the general public by providing information on regulations and procedures governing accounting practices and programs that comply with governmental regulations. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of Generally Accepted Accounting Principles (GAAP). Knowledge of manual and automated accounting systems. Knowledge of supervisory practices and techniques. Ability to supervise a subordinate professional, para-professional, and administrative support staff engaged in accounting activities. Ability to interpret and apply the provisions of laws, rules, and policies to accounting transactions. Ability to analyze financial information and prepare reports. Ability to provide guidance and technical assistance to management, staff, and the general public regarding accounting operations. Ability to monitor and evaluate the effectiveness of accounting systems and controls, identify problems, and devise corrective actions.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a bachelor's degree in accounting; plus three years of

## CLASS SPECIFICATION

### CLASS TITLE: FISCAL SUPPORT SUPERVISOR

Class Code: A074C

### CLASS SUMMARY

The Fiscal Support Supervisor is responsible for supervising the activities of fiscal support personnel within an assigned department or program. This position is governed by Generally Accepted Accounting Principles, state and federal laws, and agency/institution policy.

### TYPICAL FUNCTIONS

Interviews, hires, plans, and directs the activities of subordinate employees by establishing work schedules, assigning specific duties, and providing clear and detailed instructions. Monitors and reviews work on a regular basis to ensure adherence to instructions, deadlines, procedures, and to ensure the delivery of services. Conducts subordinate performance evaluations. Processes required personnel actions according to established policies and procedures. Ensures proper and timely processing of time sheets, payroll documents, ~~purchase orders, and any other procedural forms required.~~ Researches and analyzes data pertinent to work programs and department goals and objectives and prepares reports explaining findings; assists in developing or revising policies, procedures, and directives based on research findings. Assists in budget preparation and monitors budget throughout the budget cycle. Ensures accuracy of data entered into ledgers and automated systems, and produces required statistical or other regularly scheduled reports. Participates in leadership activities and attends required meetings. Executes specific duties related to the assigned department or program, including accounting and tax related tasks. Provides assistance in resolving fiscal related and technical issues. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of staff development and supervision principles. Knowledge of department operations, policies and procedures, applicable laws and regulations. Knowledge of software application programs, database management, and accounting principles. Ability to conduct research and perform quantitative quality assurance reviews, resolve operational problems, and prepare required reports. Ability to plan, organize and coordinate activities, resources, and materials associated with the needs of the department or program. Ability to plan and direct the work of others.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a bachelor's degree in general business, business administration, finance, or a related field; plus one year of fiscal related experience. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: PAYROLL SERVICES SPECIALIST

Class Code: A090C

### CLASS SUMMARY

The Payroll Services Specialist is responsible for the production and processing of regular and supplemental employee payrolls. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Assists payroll staff by processing and coordinating the production of payrolls within established timeframes. Calculates and balances payroll records and data, makes appropriate corrections to payrolls, and coordinates and notifies staff of payroll corrections with various departments. Prepares voucher adjustments, reviews computer printouts, makes corrections, coordinates filing of payrolls, and distributes reports, as required or requested. Assists in preparing payroll reports for state and federal agencies, assists departments with payroll related questions or problems, and compiles data concerning payroll production when requested. Reviews data entered in computer for accuracy, verifies corrections made, schedules and plans workflow for various payrolls, and coordinates jobs with computer services. Provides technical assistance concerning payroll, reviews budgets to verify salary loads, and assists in distributing warrants. Explains policies and procedures, assists in training payroll employees, prepares responses to correspondence, and recommends changes in payroll production procedures. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of state payroll processing requirements. Knowledge of standard government accounting principles and state budgetary procedures. Ability to coordinate production of payrolls. Ability to reconcile and balance payroll documents. Ability to prepare reports. Ability to coordinate and instruct employees involved in payroll production.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a bachelor's degree, in business administration, accounting, or related field; plus two years of experience in payroll processing, payroll accounting or related area. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: FISCAL SUPPORT ANALYST

Class Code: A091C

### CLASS SUMMARY

The Fiscal Support Analyst is responsible for performing a wide variety of fiscal related tasks that are standard or regular support duties within an assigned department or program and for researching financial data and preparing reports. This position is governed by Generally Accepted Accounting Principles, state and federal laws, and agency/institution policy.

### TYPICAL FUNCTIONS

Researches and analyzes data, develops or revise processes or policies based on research, and submits prepared report findings to supervisor. Develops and maintains databases, spreadsheets and other fiscal reporting mechanisms, reviews and audits fiscal information for accuracy and quality assurance. Provides technical assistance to others working within various databases and systems, including the state accounting system and general ledger, and assists in reconciling problems. Posts transactions to journals and/or ledgers, balances entries, and reconciles errors manually or electronically. Performs various accounting duties and assists with budgets and fiscal monthly and year end closing. Produces monthly production reports, statistical reports, or other regularly scheduled reports. May be responsible for proper and timely entry of time records, payroll related documents, purchase orders, personnel action forms, budget documents, labor distribution reports, or any other procedural forms required by other departments or divisions. May serve as a lead worker, providing training and guidance to fellow employees and establishing work plans, timeframes and/or deadlines or may supervise a small support staff by interviewing, training, assigning and reviewing work, and evaluating performance. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of accounting principles and database management. Knowledge of software applications. Knowledge of applicable laws, regulations, and policies of assigned section. Knowledge of customer service techniques. Ability to comprehend and assimilate technical and business related documents. Ability to apply policies and procedures and other applicable regulations associated with assigned department or program. Ability to conduct research, perform quantitative quality assurance reviews, and prepare reports.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a bachelor's degree in general business, finance, or a related field. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: FISCAL SUPPORT SPECIALIST

Class Code: A098C

### CLASS SUMMARY

The Fiscal Support Specialist is responsible for performing a variety of fiscal related fiscal tasks that are standard or regular support duties within an assigned department or program. This position is governed by Generally Accepted Accounting Principles, state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Receives, reviews, and audits documents to ensure completion; verifies codes, calculations, authorizations and additional required information. Performs data entry of various information, including invoices and payments, to internal automated tracking and reporting system, general ledger, or other appropriate system after reviewing the documents for accuracy. Receives payments, verifies for accuracy, posts money and receipts, and processes funds following prescribed methods; deposits into appropriate accounts. Maintains manual and computerized files. Reviews files for accuracy and corrects information as needed. Files documents alphabetically, numerically, or by other prescribed methods within designated timeframes. Prepares forms, correspondence, reports and other documents utilizing appropriate software. May communicate with vendors and other customers to provide information regarding the status of accounts or other related transactions. May monitor systems to determine the distribution of invoices, contracts, or grants, and may reconcile receipts of bank deposits and bank statements. May create electronic batches of documents and remittances, correct and balance batches, compute tax liabilities, and make corrections. May assist with accounts receivables and accounts payables. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of database accounting and management principles. Knowledge of applicable laws and regulations of assigned section. Knowledge of computers and software application programs. Knowledge of customer service techniques. Ability to record fiscal data and manipulate data to generate complex reports and documents. Ability to conduct research and perform basic quantitative quality assurance reviews.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a high school diploma; plus two years of bookkeeping, basic accounting, billing, or related experience. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: PAYROLL OFFICER

Class Code: A100C

### CLASS SUMMARY

The Payroll Officer is responsible for ensuring the processing of regular and supplemental employee payrolls. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Receives, calculates, and completes payroll authorization documents. Reconciles payroll balances based on changes in employee status, such as promotions, demotions, or other salary transactions. Enters data into computer database or posts to manual ledger. Corrects errors in payroll input; documents as needed. Processes payments and maintains ledgers for miscellaneous deductions, such as savings bonds and membership dues. Maintains leave accounting and other payroll records. Compiles or assists with various reports related to payroll. ~~Provides technical assistance or other information related to payroll and insurance.~~ May receive, verify, and distribute payroll warrants. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of bookkeeping procedures and methods. Knowledge of payroll policies and processes. Ability to understand and prepare oral and written information, such as correspondence, numeric reports, and other documents. Ability to perform accurate mathematical computations. Ability to operate standard office equipment. Ability to maintain journals and ledgers, electronically and manually. Ability to establish and maintain filing systems. Ability to identify and reconcile payroll discrepancies and transactions.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a high school diploma, including courses in business education or a related field; plus three years of experience in bookkeeping, payroll processing, or a related field. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

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## CLASS SPECIFICATION

### CLASS TITLE: HEALTH RECORDS SPECIALIST

Class Code: C030C

### CLASS SUMMARY

The Health Records Specialist is responsible for directing the administrative support activities of health units throughout an assigned area. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Directs personnel within the area on proper procedures for records management to comply with federal records requirements. Interprets records management policies and procedures to area and local health unit personnel during the implementation of new programs for accurate record keeping and reporting. Oversees the collection and processing of fees collected, food vouchers issued, and billing systems by interpreting policies and procedures, training, monitoring, and on-site audits. Supervises the preparation of field visit activity reports to ensure compliance with federal reporting requirements. May supervise support staff by approving/disapproving a variety of actions, policies, and procedures recommended by subordinates. Performs other duties as assigned

### SPECIAL JOB DIMENSIONS

Frequent overnight in-state travel is required.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of public health records, billing, and data systems. Knowledge of supervisory practices and procedures. Ability to direct and oversee record keeping and reporting activities to ensure compliance. Ability to develop policies and procedures for record keeping and management systems. Ability to plan, organize, and direct the work of subordinates.

### MINIMUM QUALIFICATIONS

The formal education equivalent of an associate degree in office administration, office occupation, business management, secretarial science, or related field; plus two years experience in clerical record keeping and/or retrieval and retention, or a related field, including one year in a leadership capacity. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: ADMINISTRATIVE ANALYST

Class Code: C037C

### CLASS SUMMARY

The Administrative Analyst is responsible for conducting special research studies, analyzing data, preparing statistics, making recommendations based on research findings, and monitoring and coordinating project/program activities. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Conducts special studies such as systems and cost analysis, feasibility and effectiveness of agency/institution programs, and the identification of and solution to problem areas. Assists in the development of project goals and objectives. Plans, organizes, and schedules project/program implementation phases and procedures and develops monitoring and reporting systems to measure project effectiveness. Researches and analyzes data pertinent to work programs and goals and objectives and prepares reports explaining findings and recommendations. Develops or revises agency/institution policies, procedures, programs, and directives based on research findings. Develops handbooks and manuals for participant use and conducts workshops to educate personnel on new systems, policies, and procedures. Evaluates existing programs by gathering information, reviewing files, researching policy, directives, and regulations, conducting surveys and interviews, and contacting agencies/institutions in other states concerning their programs. Composes correspondence and responses to written inquiries and interprets agency administrative directives, policies, and procedures to ensure consistent application. Acts as liaison to other programs, departments, or agencies/institutions and provides guidance in areas of expertise. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of planning, research, and analysis techniques and procedures. Knowledge of department operations, policies, and procedures. Knowledge of applicable laws and regulations. Knowledge of basic accounting principles. Ability to plan and execute systems and organizational analysis and feasibility studies. Ability to conduct research and perform quantitative quality assurance reviews. Ability to research, prepare, and present comprehensive written and oral reports. Ability to organize and conduct meetings and workshops.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a bachelor's degree in public administration, general business, or a related field. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

CLASS TITLE: ADMINISTRATIVE SPECIALIST III

Class Code: C056C

### CLASS SUMMARY

The Administrative Specialist III is responsible for coordinating office activities, researching and preparing special reports, and developing, revising, and recommending administrative policies and procedures as directed by supervisor. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Researches and analyzes data pertinent to work programs and/or agency/institution goals and objectives and prepares reports explaining findings and recommendations. Assists in developing or revising policies, procedures, and directives based on research findings; submits to supervisor for approval. Compiles financial information used by supervisor to formulate budget proposals and monitors expenditures to ensure optimum operating efficiency. ~~Reviews and answers or prepares correspondence relating to agency/institution programs.~~ Interprets agency administrative directives, policies, and procedures to ensure consistent application. Provides information, assistance, and clarifications to interested parties concerning agency/institution programs, policies, and procedures. Assists supervisor by maintaining leave records, appointment calendar, and prioritizing incoming correspondence. May supervise a small to medium-sized administrative support staff and evaluate the work performance of incumbents. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of the principles and practices of mathematics and statistics. Knowledge of research and analysis techniques and methods. Knowledge of work-related subject area. Knowledge of computers and software applications. Ability to prepare, present, and review oral and written information and reports. Ability to research and analyze related work program information. Ability to develop, recommend, interpret, and apply policies and procedures. Ability to analyze financial records and prepare reports. Ability to plan, organize, and direct the work of others.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a high school diploma; plus one year of specialized training in business management, business education, or a related field; plus three years of experience in specialized or a related field applicable to work performed. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: PATIENT ACCOUNTS SPECIALIST

Class Code: C066C

### CLASS SUMMARY

The Patient Accounts Specialist is responsible for monitoring and analyzing patient accounts within a specialized billing area. This position is governed by agency/institution policy. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Monitors changes in billing procedures within assigned area and communicates changes to employees in work unit. Audits bills generated from computerized billing system, makes necessary corrections, and tracks claims for prompt payment. Reviews and matches patient billing information with billing verifications, diagnoses, and other supporting documentation. Monitors patient billing activities to ensure timely and proper completion and submission of bills. Conducts follow-up of third party billing to ensure timely receipt of billing verifications, authorizations and claims. Contacts medical records department for necessary medical information, researches problem accounts, and prepares performance reports for work unit activities. Provides technical assistance to other billing groups as needed. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of bookkeeping procedures. Knowledge of patient billing procedures. Knowledge of third party billing requirements. Ability to monitor and coordinate patient billing activities. Ability to analyze patient accounts in a specialized billing area. Ability to research and resolve issues with problem or difficult accounts.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a high school diploma; plus one year of specialized training in bookkeeping or related field. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: NURSING DIRECTOR

Class Code: L002C

### CLASS SUMMARY

The Nursing Director is responsible for providing overall nursing administrative direction and coordination for clinical policies, procedures, and programs of a multi-site state network. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Manages statewide operations through associate nursing directors and program coordinators, by interviewing and selecting applicants, training and arranging training opportunities, assigning and reviewing special projects, evaluating the performance of incumbents, and reviewing and approving staff recommendations and administrative actions. Develops policies and procedures for network-wide use in the clinical or hospital setting for nursing compliance with regulatory agencies. Ensures staff competence through verification of licensure and continuing education requirements. Implements ongoing programs to measure, assess, and improve the quality of nursing care, treatment, and services delivered to patients.

Tracks and monitors risk management incidents, medication errors, and other patient safety issues. Designs corrective action plans for identified needs and deficiencies. Directs and collaborates in the development of long-range plans for health care programs; develops and recommends new and revised nursing policies, procedures, plans, and strategies to respond to changes in program needs, objectives, and priorities and to improve the effectiveness of nursing services. Performs administrative duties by reviewing and analyzing program and service delivery data, identifying staffing, budgetary, and training needs, investigating and resolving complaints, compiling and preparing reports and correspondence, developing contracts and agreements, coordinating activities with departmental and other state and federal personnel, and serving on committees to provide or obtain information. Formulates budgets for nursing staff, materials, equipment, and contract services for nursing operations. Ensures compliance with budgetary guidelines and effective delivery of services. Performs other duties as assigned.

### SPECIAL JOB DIMENSIONS

Occasional travel may be required.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of the principles, practices, and theory of public health nursing. Knowledge of state and federal laws and regulations governing public health nursing. Knowledge of departmental nursing programs and policies. Knowledge of the principles and practices of organizational and human resources management. Ability to plan work unit objectives and operational activities and to assign and direct the work of subordinates. Ability to interpret and apply state and federal laws and regulations to a variety of nursing fields. Ability to analyze and evaluate program or service delivery effectiveness and compliance. Ability to identify and resolve program or service delivery problems. Ability to prepare and present oral and written information and reports.

### MINIMUM QUALIFICATIONS

Licensed as a Registered Nurse by the Arkansas State Board of Nursing in accordance with ACA 17-87-301; plus seven years of experience in nursing, including five years of supervisory experience as a nurse in public health. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: NURSE MANAGER

Class Code: L009C

### CLASS SUMMARY

The Nurse Manager is responsible for directing and managing the staff and health services of an assigned program, facility, hospital, or geographic area. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Plans, coordinates, and directs nursing services operations by establishing nursing care standards that are in compliance with state and federal regulations and ensures quality care is provided to patients. Selects, mentors, motivates, and directs development and evaluation of the staff; establishes and tracks quality improvement indicators and other information concerning services and care, to ensure that resources are available to provide quality services. Oversees the development of patient care plans by developing treatment plans, ~~monitoring and evaluating the quality of patient care, recommending alternative nursing~~ methods, and developing corrective action plans regarding identified needs and deficiencies. Participates, consults, and collaborates in the development of long-range plans for health care programs; develops and recommends new and revised policies, procedures, plans, and strategies to respond to changes in program needs, objectives, and priorities and to improve the effectiveness of nursing services. Determines requirements and recommends staff, material, equipment, and contract services for nursing operations to contribute to the formulation and justification of budgetary requests. Monitors expenditures to ensure compliance with budgetary guidelines and effective delivery of services. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of the principles and practices of nursing. Knowledge of health care systems and services. Knowledge of the organization, operations, and services involved in the operation of a residential care facility. Knowledge of state and federal laws, rules, and regulations governing the operation of a health care facility. Knowledge of the principles and practices of human resource and organizational management. Ability to establish comprehensive organizational systems and programs and to direct operations through subordinate managers. Ability to coordinate and direct the provision of professional nursing care and allied services to patients. Ability to evaluate programs, policies, and services and to develop and direct implementation of changes to solve problems.

### MINIMUM QUALIFICATIONS

Licensed as a Registered Nurse by the Arkansas State Board of Nursing in accordance with ACA 17-87-301; plus six years experience in nursing, including four years of supervisory experience as a nurse in public health. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

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## CLASS SPECIFICATION

### CLASS TITLE: ADH AREA NURSING DIRECTOR

Class Code: L017C

### CLASS SUMMARY

The Arkansas Department of Health (ADH) Area Nursing Director is responsible for coordinating public health programs and nursing services in a multi-county area. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Supervises a large professional nursing staff by interviewing and recommending for hire, assigning and reviewing special projects, training staff, arranging training opportunities, and evaluating the performance of incumbents. Participates in the planning and directing of public health programs by developing goals and objectives and disseminating and interpreting laws, policies, and procedures. Monitors, evaluates, and revises program or program service delivery. Coordinates nursing services by monitoring and evaluating nursing ~~and patient care activities, staff levels, reports, case histories, and quality control activities.~~ Establishes priorities, identifies needs, determines problem solutions, and reports progress. Performs administrative duties by reviewing and analyzing program data, compiles and prepares reports and correspondence, monitors training budgets, develops and monitors nursing contracts, identifies in-service training needs and locates resources. May perform nursing functions as needed. Performs other duties as assigned.

### SPECIAL JOB DIMENSIONS

Frequent in-state travel is required.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of professional nursing concepts, processes, and procedures. Knowledge of clinical and administrative organizational techniques. Knowledge of public health nursing programs and service delivery. Knowledge of departmental nursing policies and procedures. Ability to plan and develop public health nursing program goals and objectives and coordinate nursing and patient care activities. Ability to monitor and evaluate nursing services and patient care activities and modify program or service delivery. Ability to interpret and apply state and federal regulations and department policy to program planning. Ability to coordinate services with other health professions and community. Ability to prepare and present verbal and written information and reports.

### MINIMUM QUALIFICATIONS

Licensed as a Registered Nurse by the Arkansas State Board of Nursing in accordance with ACA 17-87-301; plus five years of experience in nursing, including three years of supervisory experience as a nurse in public health. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

CLASS TITLE: ADH PUBLIC HEALTH SECTION CHIEF III

Class Code: L025C

### CLASS SUMMARY

The Arkansas Department of Health (ADH) Public Health Section Chief III is responsible for directing the operations of a public health program section. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Identifies goals and objectives for programs consistent with state and agency priorities, and state and federal laws, regulations, and policies. Develops future strategic plans for programs, performs cost analyses for grants and programs, forecasts service needs, and directs preparation of section budget. Monitors and assesses existing programs and determines work assignments for program coordinators, supervisors, and professional staff. Cultivates relationships with state, federal, and local officials and community members. Interprets the goals and policies of the ADH section program in meetings, conferences and workgroups. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of state and federal laws and regulations, methodology, and practices relating to administering public health programs. Ability to interpret, analyze, and resolve complex administrative and personnel problems. Ability to monitor the effectiveness of public health programs and services. Ability to communicate in oral and written formats. Ability to analyze data, prepare reports, and produce recommendations.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a bachelor's degree in public health, public administration, or related field; plus four years of work-related experience, including two years of supervisory experience. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: ADH NURSING PROGRAM COORDINATOR

Class Code: L026C

### CLASS SUMMARY

The Arkansas Department of Health (ADH) Nursing Program Coordinator is responsible for developing, implementing, and monitoring a specialized nursing program. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Develops, implements, and monitors a specialized nursing program by researching and analyzing existing programs, trends, and practices. Prepares proposals for new programs and revisions of existing programs and training procedures. Evaluates clinical and staff activities to assess training needs. Plans and prepares training curriculum, informational materials, and training program evaluation. Disseminates and interprets laws, policies, and procedures governing specialized nursing programs. Researches legal and medical impact of unusual health care situations and nursing staff responsibility. ~~Develops methodology to evaluate~~ program cost and staff performance. Compiles program statistical data and prepares reports. Participates in program budget development. Provides work-related supervision to nursing staff by assigning and reviewing special projects and studies, orienting and training staff, and participating in evaluating the performance of incumbents. May perform nursing functions as needed. Performs other duties as assigned.

### SPECIAL JOB DIMENSIONS

Occasional in-state travel is required.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of professional nursing concepts, processes, and procedures. Knowledge of specialized nursing programs policies and procedures. Knowledge of clinical and administrative organizational techniques. Knowledge of federal and state laws and regulations governing the nursing program area. Ability to provide training and supervision of nursing staff on special project activities. Ability to assess impact and effectiveness of programs and services and to recommend corrective actions. Ability to develop and implement a specialized nursing program and provide training. Ability to understand, interpret, and apply federal and state laws and regulations pertaining to nursing program area. Ability to research, analyze, and evaluate information and prepare narrative reports.

### MINIMUM QUALIFICATIONS

Licensed as a Registered Nurse by the Arkansas State Board of Nursing in accordance with ACA 17-87-301; plus four years of experience in nursing, including two years of supervisory experience as a nurse in public health. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

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## CLASS SPECIFICATION

### CLASS TITLE: REGISTERED NURSE

Class Code: L038C

### CLASS SUMMARY

The Registered Nurse is responsible for providing direct patient care and the provision of other patient services in a clinical setting. This position is governed by state and federal laws, and agency/institution policy.

### TYPICAL FUNCTIONS

Records medical and family history of patients and current medication usage, conducts physical examinations, and monitors vital signs. Develops and updates patient care plan for completion of treatment goals. Reviews patient charts for physician orders, progress notes, and physical complaints. Consults with physicians concerning problem cases, provides assistance with case management, and refers patients to appropriate clinic or agency for treatment. Responds to emergency or life-threatening situations and administers appropriate treatment. ~~Counsels and instructs patients and family members on proper care and use of~~ medication and medical equipment, modifies care plan according to patient's progress, and informs of available services, if providing care in the home or hospital. Instructs individuals, families, and other groups regarding health issues, such as preventive care, nutrition, and childcare. Arranges for immunizations, blood pressure testing, and other health screening. Works with community leaders, teachers, parents, and physicians in community health education. May supervise daily activities of licensed practical nurses and nursing aides. Performs other duties as assigned.

### SPECIAL JOB DIMENSIONS

May be required to work rotating shifts or hours other than normal working hours or to be on call.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of professional nursing theories, concepts, and methods. Ability to develop patient care plan and participate in diagnosis and development of treatment goals. Ability to apply comprehensive nursing care to clients in all age groups in a clinical setting. Ability to assign and coordinate work activities and monitor the performance of subordinates. Ability to instruct patients and families on self-help care. Ability to assist physicians with routine and emergency care.

### MINIMUM QUALIFICATIONS

Licensed as a Registered Nurse by the Arkansas State Board of Nursing in accordance with ACA 17-87-301. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. **OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.**

## CLASS SPECIFICATION

### CLASS TITLE: HEALTH PROGRAM SPECIALIST III

Class Code: L043C

### CLASS SUMMARY

The Health Program Specialist III is responsible for acting as the senior program specialist by planning, developing, initiating, and maintaining public health programs. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Trains, supervises, and coordinates work schedules of public health program staff. Provides leadership as senior program specialist. Determines health program goals and objectives based on state and agency directives, and existing laws and regulations. Monitors program effectiveness and cost analyses, forecasts program service needs and budget, writes grants, obtains program funding, and prepares supporting financial reports and documents. Maintains consistent contact with federal, state, and local officials, and members of the community served by the public health program. Communicates goals and policies of the health program in meetings, committees, conferences, and workgroups. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of principles and practices of public health program administration. Knowledge of supervisory principles and practices. Ability to monitor the effectiveness of programs and services. Ability to exercise good judgment in evaluating situations and in making decisions. Ability to communicate in oral and written formats. Ability to plan multiple program components. Ability to analyze data and prepare reports. Ability to supervise and evaluate personnel and program performance. Ability to review and analyze financial data and develop budgets.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a bachelor's degree in public health, public health administration, or a related field; plus two years of work related experience. OR The formal education equivalent of a master's degree in public health, public health administration, public administration, or related field; plus one year of work-related experience. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: LICENSED PRACTICAL NURSE

Class Code: L069C

### CLASS SUMMARY

The Licensed Practical Nurse is responsible for providing direct nursing care to patients in private homes, hospitals, clinics, and residential institutions. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Monitors patient's condition by checking vital signs, measuring food and liquid intake and output, responding to call lights or patients' requests for assistance, and making rounds to observe patients. Provides direct care to patients, including caring for colostomies and tracheotomies, mixing medications and food, inserting feeding tubes, catheterizing patients, and performing other nursing procedures as directed. Documents and administers medications and treatments, changes in patient's condition or behavior, responses to care, and daily activities. Administers injections and oral medications as directed by physician. Obtains specimens for laboratory analysis by swabbing or other means. Instructs patients and their families how to care for patients medical needs, including catheter and colostomy care, bowel program techniques, insulin injection, personal hygiene, and skin care. Assists doctor in clinic by gathering information on patient's needs and informing doctor, dressing and undressing patients, assisting with medical procedures, and transcribing doctor's orders. Notifies next shift of each day's events, including patient progress, behavioral problems, and new orders. Performs other duties as assigned.

### SPECIAL JOB DIMENSIONS

May be required to work rotating shifts or hours other than normal working hours or to be on call. May require lifting and positioning patients, walking, use of restraints, and aggressive behavior management practices.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of nursing theory and practices. Ability to provide direct nursing care. Ability to observe and evaluate patient's condition. Ability to instruct patients in routine medical care. Ability to perform various nursing procedures.

### MINIMUM QUALIFICATIONS

Licensure by the Arkansas State Nursing Board as a Licensed Practical Nurse in accordance with ACA 17-87-304. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: HEALTH SERVICES SPECIALIST II

Class Code: L077C

### CLASS SUMMARY

The Health Services Specialist II is responsible for maintaining health unit records, updating files, receiving and accounting for fees, and assisting the public. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Interviews clients to obtain financial, insurance, and personal data to initiate or update patient records. Receives and records fees and balances cash against receipts issued. Answers and screens phone calls, schedules clinic appointments, and receives and routes patients. Evaluates client data within established guidelines to determine client eligibility for health services. Enters billing data to client accounts to update financial records. May receive birth and death certificates, verify information, and record information in appropriate register. May ~~maintain security for and issue supplemental food vouchers according to instructions and~~ defined procedures. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of health services eligibility criteria. Knowledge of general office practices. Ability to understand and prepare oral and written material and information. Ability to perform basic mathematical calculations. Ability to maintain filing systems. Ability to answer the telephone, greet clients, and provide assistance and information. Ability to operate standard office equipment.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a high school diploma; plus two years of general office experience. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: NURSING AIDE/NURSING ASST I

Class Code: L088C

### CLASS SUMMARY

The Nursing Aide/Nursing Assistant I is responsible for assisting a registered nurse in providing basic care to patients. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Assists nurse with routine and emergency medical procedures by checking patients' vital signs, applying hot packs or ice packs, irrigating colostomies, catheterizing patients, and performing other medical procedures as directed. Monitors patient's condition by making rounds and responding to call lights and notifies nurse of problems. Documents changes in patient's condition, treatments provided, and responses to care. Provides assistance to patients by delivering food trays, assisting patients with eating, exercising, and bathroom needs, or ~~repositioning restrained patients and cleaning patients who have soiled themselves.~~ Transports or escorts patients to appointments and activities. Performs housekeeping duties, including making beds, storing laundry, bagging trash and dirty linens, and spot mopping, in order to maintain a safe and clean environment. Performs other duties as assigned.

### SPECIAL JOB DIMENSIONS

May be required to work rotating shifts or hours other than normal working hours or to be on call. May require lifting and positioning patients, walking, use of restraints, and aggressive behavior management practices.

### KNOWLEDGES, ABILITIES, AND SKILLS

Ability to carry out oral and/or written instructions. Ability to perform repetitive and routine tasks. Ability to record information.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a high school diploma. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: ADH SOCIAL SERVICES PROGRAM DIRECTOR

Class Code: M006C

### CLASS SUMMARY

The Arkansas Department of Health (ADH) Social Services Program Director is responsible for directing the operations of the social services program. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Plans, develops, and organizes the state-wide social services program to improve patient care and coordinates work activities with other functions within the agency. Directs the activities of a large professional staff through lower-level supervisors, including approving hire recommendations, reviewing performance evaluations, evaluating the performance of immediate subordinates, and reviewing and determining the direction of a variety of actions, policies, and procedures recommended by subordinates. Analyzes requirements for staff, material, and equipment and prepares annual and biennial operating budget requests.

Provides advice and information to staff and to various agency committees in problem resolution or in methods of compliance with state and federal laws and regulations. Drafts proposals for new or revised legislation and policies to respond to changes in social service needs, objectives, and priorities. Prepares various social services reports and represents the social services program on various task force teams and committees. Performs other duties as assigned.

### SPECIAL JOB DIMENSIONS

Occasional in-state travel is required.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of the principles and practices of human resource and organizational management. Knowledge of social service program delivery. Knowledge of state and federal laws and regulations governing social service. Knowledge of state budgetary procedures. Ability to prepare, present, and review oral and written information and materials. Ability to compile statistical information and reports. Ability to direct, monitor, and evaluate the effectiveness of social services programs. Ability to research, interpret, and apply laws, regulations, policies, and procedures.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a bachelor's degree in social work, sociology, psychology, public administration, or a related field; plus four years of experience in social service or a related field; including one year of experience in a supervisory or leadership capacity. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: LICENSED CERTIFIED SOCIAL WORKER

Class Code: M009C

### CLASS SUMMARY

The Licensed Certified Social Worker is responsible for supervising social work and counseling activities, providing technical assistance, and developing program plans. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Performs a lead role in coordinating predetermined work assignments of co-workers and/or subordinate employees by communicating prioritization of activities and project deadlines. Provides technical assistance to staff and clients by offering consultation concerning specific requests, explaining laws and regulations, and monitoring certification standards. Develops program plans by determining goals and objectives, assessing programs, and making recommendations for policy and procedure changes in conjunction with other staff. Conducts ~~individual group counseling sessions to increase client self-esteem and to aid client's social,~~ emotional, psychological, and physical wellbeing. Refers clients to other sources of help, monitors client's progress, writes release summaries, and notifies appropriate personnel. Testifies in court concerning client's compliance with court order and psychiatric stability. Prepares and maintains reports, including logs of daily progress of patients, quality assurance records, documentation of sessions, and case work records. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of principles and practices of counseling and social work. Knowledge of agency, community, and state human service resources. Knowledge of state laws and agency policy governing specific program area. Knowledge of computer operating software systems. Ability to plan, organize, and direct work of others. Ability to interview, obtain, evaluate, and diagnose information related to problems and services needed. Ability to provide treatment, guidance, and counseling to clients. Ability to serve as a social advocate for clients by providing information and evaluating and monitoring treatment plans.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a master's degree from an accredited social work program in an accredited institution approved by the Council on Social Work Education; plus two years of supervised social work experience in a clinical or nonclinical concentration by a licensed certified social worker. Must be licensed as a Licensed Certified Social Worker by the Arkansas Social Work Licensing Board as required by ACA 17-103-306. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: LICENSED SOCIAL WORKER

Class Code: M026C

### CLASS SUMMARY

The Licensed Social Worker is responsible for implementing social work and counseling activities, providing technical assistance, and developing program plans for patients in need of rehabilitative care. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Performs a lead role in coordinating work assignments of co-workers and/or subordinate employees by communicating prioritization of activities and project deadlines of clients. Provides technical assistance to staff and clients by offering consultation concerning specific requests, explaining laws and regulations, and monitoring certification standards and issues. Interviews clients to obtain background information and social history. Administers ~~psychological, diagnostic, and behavioral assessments and makes recommendations for~~ admission. Conducts individual or group counseling sessions to increase client self-esteem and to aid client's social, emotional, psychological, and physical well-being. Participates in interdisciplinary team sessions to devise, review, and modify treatment plans for clients. Establishes and maintains contact with clients' families to provide information and to ensure that treatment plans are followed. Refers clients to other sources of help, monitors client's progress, writes release summaries, and notifies appropriate personnel. Monitors, evaluates, and records client progress according to measurable goals described in treatment and care plans. Develops, implements, and monitors client treatment plans individually or as a member of a diagnostic evaluation team. Prepares, maintains, and analyzes reports, including case work progress notes, quality assurance records, logs of activities, and documentation of sessions. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of state laws and agency policies governing specific program area. Knowledge of principles and practices of counseling and social work. Knowledge of agency, community, and state human service resources. Knowledge of supervisory practices and procedures. Ability to plan, organize, and direct the work of others. Ability to interview, obtain, evaluate, and diagnose information related to problems and services needed. Ability to provide treatment, guidance, and counseling to clients. Ability to serve as a social advocate for clients by providing information and evaluating and monitoring treatment plans.

### MINIMUM QUALIFICATIONS

The formal education equivalent of a bachelor's degree in sociology, psychology, social work, or a related field. Licensed as a Licensed Social Worker by the Arkansas Social Work Licensing Board as required by ACA 17-103-306. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: SOCIAL SERVICE WORKER

Class Code: M054C

### CLASS SUMMARY

The Social Service Worker is responsible for overseeing social work and counseling activities, providing technical assistance, and developing program plans. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Performs a lead role in coordinating predetermined work assignments of co-workers and/or subordinate employees by communicating prioritization of activities and project deadlines, reviewing and monitoring the work performed, interpreting policies, procedures, or precedents, and providing supervisory or management staff with project updates on a regular and recurring basis to ensure adherence to project goals and timeframes. Interviews clients to obtain background information and social history and administers psychological, diagnostic, and behavioral assessments, and makes recommendations for admission. Conducts individual or group counseling sessions to increase client self-esteem and to aid client's social, emotional, psychological, and physical well-being. Participates in interdisciplinary team sessions to devise, review, and modify treatment plans for clients. Establishes and maintains contact with clients' families to provide information and to ensure that treatment plans are followed. Monitors, evaluates, and records client progress according to measurable goals described in treatment and care plans, and develops, implements, and monitors client treatment plans individually or as a member of a diagnostic evaluation team. Prepares and analyzes reports including case work progress notes, logs of activities, and documentation of sessions, and testifies in court concerning client's compliance with court order and psychiatric stability. Refers clients to other sources of help, monitors client's progress, writes release summaries, and notifies appropriate personnel. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of state laws and agency policies governing specific program area. Knowledge of principles and practices of counseling and social work. Knowledge of agency, community, and state human service resources. Ability to plan, organize, and direct the work of others. Ability to interview, obtain, evaluate, and diagnose information related to problems and services needed. Ability to provide treatment, guidance, and counseling to clients. Ability to serve as a social advocate for clients by providing information and evaluating and monitoring treatment plans.

### MINIMUM QUALIFICATIONS

The formal education equivalent to a bachelor's degree in social work, psychology, sociology, or a related field; plus three years of work experience in social service programs or a related field. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

## CLASS SPECIFICATION

### CLASS TITLE: VOLUNTEER SERVICES COORDINATOR

Class Code: M078C

### CLASS SUMMARY

The Volunteer Services Coordinator is responsible for identifying volunteer program needs, and developing, monitoring, and coordinating volunteer recruitment, orientation activities, and events. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS

Identifies problem area and determines types of volunteer program needed within state agencies/institutions. Develops programs by writing policies, procedures, and job descriptions, and determines type of volunteers and recruitment and recognition plans that are needed. Recruits volunteers through various media sources and public speeches to social, civic, and community groups. Reviews and screens applications for background checks and references, conducts interviews, refers volunteers to appropriate staff for volunteer job assignment. Coordinates volunteer orientation by presenting agency/institution information and presenting various training programs as needed. Provides technical assistance to staff personnel who utilize volunteers in the areas of recordkeeping, recruitment, training, supervision, evaluation, and development of program materials. Serves as liaison with community businesses to inform them of various volunteer programs and to obtain information. Provides assistance to nonprofit councils regarding grants and other resource availability and fundraising techniques. Attends conferences and workshops and/or provides professional development training for staff. Performs other duties as assigned.

### KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of volunteer program development, recruitment, and interviewing practices and procedures. Knowledge of volunteer services and programs. Knowledge of community and state resources. Ability to develop, write, organize, and implement volunteer programs. Ability to encourage, recruit, and orient volunteers. Ability to monitor and evaluate volunteer programs. Ability to prepare and present oral and written information and reports.

### MINIMUM QUALIFICATIONS

The formal education equivalent of two years of college coursework with emphasis in sociology, social work, psychology, communications, business, or related field; plus one year of experience in volunteer services or related field. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.