

SSA APPLICATION AND DECISION SUPPORT SPECIALIST FOR ELIGIBILITY SERIES

SSA APPLICATION AND DECISION SUPPORT SPECIALIST FOR ELIGIBILITY I
SSA APPLICATION AND DECISION SUPPORT SPECIALIST FOR ELIGIBILITY II

DEFINITION

Under general supervision, to assist with the design, development, testing, and documentation of business processes and supporting automation and information systems. Positions in this class typically report to an SSA Application and Decision Support Manager or a similar level manager within the Social Services Agency. Incumbents may supervise a team in this class or in any of the eligibility related classifications within Social Services.

DISTINGUISHING CHARACTERISTICS

This classification series is distinguished from the SSA Application and Decision Support Specialist for Employment series by its focus and level of understanding of eligibility related processes and decision-making needs. This classification is distinguished from SSA Application and Decision Support Manager by the level of responsibility, complexity of analytical assignment, and the level of technical proficiency with data management tools, applications, and information management systems. It is distinguished from the Program Coordinator series by the combination of expertise in eligibility determination or related Agency processes and the exclusive application to the design, development, implementation, testing, and documentation of new automation and decision support systems. Incumbents are subject matter experts in eligibility determination or decision-making processes for one or more program within social services, and are expected to develop and maintain expertise in the support of information technology systems.

DEFINITION OF LEVELS

The entry-level position requires no knowledge or training in application or decision support functions, but they have journey level understanding and operational expertise in eligibility within a social services agency.

The journey-level position requires training or knowledge in application or decision support functions, as well as journey or more specialized expertise in service delivery of eligibility related services.

TYPICAL TASKS

Note: The following tasks are typical of those performed by incumbents in this class. Other related duties may be performed. Not all duties listed are necessarily performed by each individual.

- Identifies and validates business process requirements, critical success factors, technological and environmental constraints, and assumptions;

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- Participates throughout the planning, design, and development phases of a typical information systems project including requirements analysis, general system design, detailed system design, unit testing, user acceptance testing, data conversion and system implementation;
- Facilitates planning and design sessions with various stakeholders;
- Represents the Agency at consortium, state and federal workgroups where policy is developed and determination of implementation strategies are made including definition of data elements and automation of the reporting and tracking of these data elements;
- Acts as a liaison with other Departments or vendors to schedule the implementation of information systems and changes to data management systems or practices;
- Tests and verifies that work processes or information systems are working as designed and meet the needs of end users and decision makers;
- Develops, writes, reviews, monitors and evaluates project plans;
- Serves as a subject matter expert in an area related to eligibility determination for the Social Services Agency;
- Participates in user acceptance testing of applications and systems;
- Researches, analyzes, and develops temporary or permanent solutions for problems identified in applications or data management systems;
- Designs, documents and maintains end user and technical documentation on applications and decision support systems;
- Converts data from one system to another;
- Sets up, updates, modifies and maintains and/or verifies database tables;
- Uses data reporting tools with GUI editors to extract data for analysis and decision-making such as Hummingbird BI and Business Objects;
- Prepares reports in table, graphical and or textual forms for end users to make timely and effective decisions;
- Audits information systems and data management or records to ensure integrity and accuracy of information;
- Develops policies and procedures to prevent corruption of data management systems;
- Develops process maps and documents the requirements of a business process including functionality and performance standards;
- Identifies and reports errors in the use or storage of Agency data that could lead to inaccurate reporting and decision making;
- Defines and manages the scope of process mapping and business redesign efforts;
- Facilitates or participates in or evaluates the development of "as-is" and "to-be" business process models;

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- Obtains and sustains internal and external commitment to the reengineering process and new system implementation;
- Creates a common understanding and compelling business case for the future vision and promotes the capacity to overcome the obstacles and barriers to realizing this new vision;
- Coordinates and evaluates the development of a new set of policies and procedures to support the new processes and systems;
- Conducts focus groups and other data gathering methods to assess end user and customer needs;
- Evaluates organizational impact of changes and prepares a response strategy;
- Develops, reviews, and monitors project charters and plans using the Agency's standard project management methodology;
- Prepares public presentations, and facilitates large groups;
- Researches and analyzes rules, regulations, procedures, and legislation to determine their impact on processes and reporting requirements;
- Selects, trains, supervises team members or subordinate staff;
- Trains end users and other stakeholders on new policies, processes or systems.

EMPLOYMENT STANDARDS

The entry-level position requires no knowledge or training in application or decision support functions, but they have journey level understanding and operational expertise in eligibility related services within a social services agency. Typically, this expertise is demonstrated by achieving the level of Eligibility Worker II or higher position.

The journey-level position requires training or knowledge in application or decision support functions, as well as journey or more specialized expertise in service delivery of eligibility related services or support functions. Typically, this expertise is demonstrated by achieving the level of Eligibility Work Supervisor, Program Coordinator, Staff Development Specialist, or similar position.

Sufficient experience and education to demonstrate the possession and direct application of the following knowledge and abilities:

Note: The knowledge and abilities required to perform this function are typically acquired through sufficient work experience with a social services agency process or system to serve as a subject matter expert in eligibility and related decision-making systems. Typically, this expertise is developed through performance of job duties similar to Eligibility Worker II/III, Eligibility Work Supervisor, Program Coordinator and Staff Development Specialist.

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KNOWLEDGE OF:

LEVEL I:

- Operation and functions of public assistance and social services agencies especially eligibility related work within a social services organization;
- A social services organizational structure, job design, and performance standards;
- A large agency or department's infrastructure, including current applications, system requirements, user access needs and requirements for authorization;
- Provisions of the California Welfare and Institutions Code and regulations related to social services.

LEVEL II:

- Tools and techniques of data and process analysis;
- Change management, organizational transformation processes and strategies;
- Process mapping and data flow diagramming;
- Principles, practices and techniques of program development, implementation and evaluation;
- Data collection, analysis and development of valid conclusions;
- Operations analysis and procedure development techniques;

ABILITY TO:

LEVEL I:

- Apply knowledge and expertise of current processes to redesign, verify, test, and document new processes and systems;
- Understand the needs of different stakeholders including the sponsor, project manager, customer, and end user;
- Differentiate process issues from personalities or organizational history in order to improve the efficiency or effectiveness of processes;
- Define, analyze, and document new work processes that improve outcomes and increase performance;
- Understand and communicate information about complex systems to individuals with varying levels of experience;
- Identify the need for changes in program policies and practices and develop proposals for appropriate changes;
- Establish and maintain cooperative and effective working relationships;
- Prepare, present, and interpret factual and workflow data to committees, and executive management;
- Communicate clearly and concisely, both orally and in writing.

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LEVEL II:

- Differentiate between functional requirements and operational methods in a business process so that the system can be analyzed and design in logical and operational components;
- Accurately document complex and variable processes and data management structures;
- Facilitate group discussions such as focus groups, process mapping, etc.
- Identify bottlenecks, delays, and duplicate steps within processes;
- Ensure participation from various stakeholders in design and decision making while maintaining focus on the object and balancing competing priorities and interests;
- Plan, organize, direct, and coordinate individuals and cross-functional teams;
- Organize and manage multiple projects involving several departments and vendors;
- Identify, define, and diagram business processes including context diagrams and data flow diagrams;
- Facilitate and direct a creative process involving a broad range of stakeholders with competing interests and priorities;
- Develop, maintain, and evaluate decision support tools and processes.

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