

**ALLEGHENY COUNTY  
DEPARTMENT OF HUMAN SERVICES  
OFFICE OF BEHAVIORAL HEALTH AND OFFICE OF  
INTELLECTUAL DISABILITY**



**PERSONNEL ACTION PLAN  
(PAP) MANUAL**

**BHR/TP – 05/08/2015**

**THE PERSONNEL ACTION PLAN**  
**of the**  
**ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES**  
**OFFICE OF BEHAVIORAL HEALTH/OFFICE OF**  
**INTELLECTUAL DISABILITY**

**Prepared by:**  
**Department of Human Services/Office of Administrative and Information Services/**  
**Bureau of Human Resources/Training and Payroll**

**May 5, 2015**

**PAP VIII Guidelines**  
**and**  
**Pay Plan Format**

These Personnel Action Plan (PAP) guidelines are for the implementation of PAP Revision VIII. Included and following these guidelines is a pay plan format designed to assist program-funded agencies in the preparation and use of their pay plans for each fiscal year. PAP plans are due by August 15<sup>th</sup> of the current fiscal year.

These guidelines supersede those of October 10, 1991. The pay plan format coincides with the content of the outline as listed on pages 3-5 enclosed.

**Guidelines**

Revision VIII Guidelines apply **exclusively** to program-funded positions.

To employ the most recent PAP/DPW crosswalk salary scales, agencies must have an approved pay plan for the current fiscal year. Agencies with approved pay plans preceding or within the current fiscal year must use salary scales as approved in their pay plan.

Agencies with no approved pay plan cannot use Revision VIII PAP/DPW crosswalk scales. For these agencies, Revision VII Schedule of Permissible Reimbursement of July 1, 1989 must be used. All other PAP Revision VII policies must also be adhered to until approval for Revision VIII has been granted.

PAP classification and qualification standards continue to be the County's criteria for determining classes of positions and qualifications of individuals, respectively. Agencies will be informed of any updates and/or revisions.

Agencies are requested not to submit their internal personnel policies and procedures. These do not constitute pay plans. Agency personnel policies and procedures are to be retained.

Agencies whose pay plan components are interlocked with a hospital's or university's policies and procedures should extract from those corporations' documents only those items required for an approved pay plan.

Records for all program-funded positions and for employees occupying the positions must be maintained by each agency. However, certain personnel actions are designated for County approval. These are new position creations, reclassifications, and abolishments. These requests must be submitted via a P-1 form, an organization chart and a job description. For reclassifications, both current and proposed job descriptions must be submitted.

Agency personnel actions affecting program-funded positions and employees occupying the positions must adhere to County/DPW policies. All agency personnel actions affecting program-funded positions are subject to post audit.

All reimbursements for County program-funded positions must be within the agency's fiscal year budget otherwise it will be a disallow.

BHR-05/2015

/jaw

## Pay Plan Format

1. **Board Approval:** Approval can be in the form of a letter or minutes of meetings. In either case the signature of the Board President is required. When Board accessibility is not present or where an agency is interlocked with a large university or hospital, a signature approval from a responsible individual that has access to the Board or Trustees is acceptable.

### **Pay Plan Policies:**

2. **Organization Chart:** A block diagram of organizational units with vertical and horizontal reporting lines reflecting program funded positions by PAP code. These funded positions must coincide with job descriptions by position number or name. All Tables of Organization must be dated. Directory charts or rosters of personnel are not acceptable.

3. **Fringe Benefit Rate (FBR) Calculation:** Using the attached FBR form, the cost and percentage is determined.

4. **Minimum/Maximum Salary Scales:** Using the attached FBR form, the cost and percentage is determined.

- a. The agency salary scales are to be developed using the PAP/DPW Crosswalk chart and the State FBR for the current fiscal year as guidelines. The maximum salary for each classification on the agency salary scale combined with the agency's FBR cannot exceed the combination of the DPW crosswalk maximum and the State's current FBR. Any amount in excess is a reimbursement disallow.
- b. Starting salaries must be progressively consistent with each classification. For example, the minimum or starting salary for a SA-2 should not exceed the starting salary for a SA-3.

5. **Appointments:** Each agency on PAP VIII must have an appointment policy which states that starting salaries are at or above the agency's minimum for the classification. Most appointment policies submitted by agencies indicate minimums as the starting salary. If an agency will appoint at a salary above the minimum, this policy must explain the reason(s) and method used to arrive at the salary. A statement that the qualifications for the position and the employee hired will meet the minimum qualifications of the PAP classification must also be included in the policy.

6. **COLA: (Cost of Living Adjustment):** An increase (dollar amount or percentage), based on market inflationary trends, which is added to the gross annual wage. All employees must receive the same increase or eligibility criteria must be established, stated in the policy and applied consistently. A statement indicating that COLA's will not exceed the DPW/PAP Crosswalk maximum must be included in the policy. If COLA's are not given, please indicate as such.

7. **Merit Increases:** Given for a satisfactory or better than satisfactory performance based on a written performance evaluation with standard evaluation criteria. Merit increases are added to the gross annual wage and are usually given on the employee's appointment anniversary date. The policy must define the percentage or dollar amount to be given for each performance rating. A statement indicating that merit increases will not exceed DPW/PAP Crosswalk maximums must be included in the policy. If merits are not given, please indicate as such.

8. **Bonuses:** Monetary award not to be included in employee's base wage. If bonuses are given, the same dollar amount or percentage must be given to each employee or an explanation of the eligibility criteria is required. If bonuses are not given, please indicate as such.

9. **General Increases (G.I.'s)/Human Resource Development Fund/HRDF:** Any increase which cannot be included under the COLA, Merit or Bonus policies. Please explain policy. A statement indicating that GI's will not exceed the DPW/PAP Crosswalk maximum must be included in the policy. If an agency has no policy regarding G.I.'s/HRDF, it should be so stated.

10. **Promotions:**

- a. **Promotion by Appointment:** This occurs when an employee applies and is selected for a vacancy with a classification and pay range higher than the position that the employee currently occupies.
- b. **Promotion by Reclassification:** This occurs when the duties and responsibilities of a higher classification than those duties and responsibilities the employee currently is performing are assigned to the employee.

The classification and pay range assigned a position is predicated on the duties and responsibilities assigned the position and **not** the qualifications of the employee occupying the position. It is the position that is classified and not the employee. For instance, an employee performing SA-1 duties who has the qualifications of an S-6 occupies a position that is still a SA-1.

Using the preceding as a guide, each agency must define its promotion policy in terms of a salary adjustment via a dollar amount or a percentage increase.

Length of service, quality of performance, workload (volume), higher qualifications than those required, increase in hours and going from temporary to permanent status do not constitute promotions. Salary adjustments for these latter reasons must be explained in agency pay plans. A statement indicating that the employee promoted will meet or exceed the minimum qualifications of the PAP classification must also be included in the policy.

11. **Reclassifications:** A change in the title, PAP code and/or level of a position (to a higher, similar or lower classification) which results from changes in the duties and responsibilities of the position. A position reclassified may be occupied or vacant and may result in a promotion, reassignment, demotion or new position established. Reclassifications must be submitted to the County for approval. A statement that the employee(s) reclassified will meet or exceed the PAP minimum qualifications for the position must also be included in the policy.

12. **Abolishments:** The elimination of funded positions from the organization or the removal of positions from county funding. The termination of an employee does not constitute the abolishment of a position. Employees are appointed and separated but the position remains unless abolished. Abolishments must be submitted to the County for approval.

13. **Demotions:** The downgrading of an occupied position or the movement of an employee to a (position) classification with a lower maximum salary. The policy must state how reductions in pay will be determined and the options, if any, available to employees.

14. **EEO Policy/Affirmative Action Plan/Workforce Profile:** An EEO policy statement, Affirmative Action Plan and Workforce Profile must be submitted to the County for review. Agencies must use the County Workforce Profile form and adhere to the guidelines for the placement of employees into proper job categories. Please note that a new job category that of Americans with Disabilities Act has been added to the form. (See Attached). Remember to differentiate between program funded and non program funded positions on the Workforce Profile.

/jaw

**ALLEGHENY COUNTY  
DEPARTMENT OF HUMAN SERVICES  
OFFICE OF BEHAVIORAL HEALTH AND OFFICE OF INTELLECTUAL  
DISABILITY**

**FRINGE BENEFIT WORKSHEET**

<u>Benefit</u>	<u>Projected Total Cost for All PAP Staff</u>
A. Workman's Compensation Insurance	\$ _____
B. Social Security (Agency Contribution)	\$ _____
C. Unemployment Compensation	\$ _____
D. Retirement (Agency Contribution)	\$ _____
E. Hospital and Medical Insurance	\$ _____
F. Supplemental Health & Welfare Benefits such as Pharmaceutical, Dental and Vision Care	\$ _____
G. Life Insurance	\$ _____
H. Total Annual Project cost of Benefits (Sum A through G)	\$ _____
I. Total Annual Projected Cost of PAP Salaries and Wages Including Bonuses	\$ _____
J. Fringe Benefit Percentage (H divided by I)	\$ _____

DHS-BHR  
05/08/2015  
/jaw





**PERSONNEL ACTION PLAN (PAP)  
WORK FORCE PROFILE**

Does your agency have an EEO policy and an Affirmative Action Plan?  EEO <input type="checkbox"/> Yes <input type="checkbox"/> No  AAP <input type="checkbox"/> Yes <input type="checkbox"/> No	Agency Name and Address:
---	--------------------------

**FACILITY WORK FORCE BREAKDOWN**

JOB CATEGORIES*	TOTAL EMPLOYEES IN AGENCY			EMPLOYEE DISTRIBUTION															
	TOTAL EMPLOYEES INCLUDING MINORITIES	TOTAL MALE INCLUDING MINORITIES	TOTAL FEMALE INCLUDING MINORITIES	<u>MALE</u>					<u>FEMALE</u>										
				White	Black	Hispanic	Am. In/Alaskan Native	Asian or Pacific Islander	White	Black	Hispanic	Am. Ind/Alaskan Native	Asian or Pacific Islander						
OFFICIALS/MANAGERS/SUPERVISORS																			
PROFESSIONALS																			
PARAPROFESSIONALS																			
TECHNICIANS																			
OFFICE & CLERICAL																			
SKILLED CRAFT																			
SERVICE MAINTENANCE PROTECTIVE SERVICES																			
TOTAL OBH/OID FUNDED POSITIONS																			
NON-FUNDED POSITIONS																			
TOTAL EMPLOYMENT																			
#ADA-TOTAL EMPLOYMENT																			

\*Only those positions that are Allegheny County funded should be included in the categorical breakdown.  
PLEASE DO NOT ALTER CATEGORIES.

#Not a Job Category. Indicate for ADA totals and employee distribution for program-funded and non-funded positions.  
(See reverse side for categories and (PAP) codes).

## JOB CATEGORIES

- A. **Officials, Managers, and Supervisors:** Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies or direct individual programmatic units or special phases of the agency's operation or provide specialized consultation on a regional or system wide basis. Includes CASD-1, ASD-6, MCSD-2, CSD-3, AS-5, HRD, RRA, AS-4, MS-1A, M-2, MS-2A, CMS-1A, RPM, UM-4, S-7-S.
- B. **Professionals:** Occupations which require specialized, supervisory or practical knowledges, skills and abilities of a professional nature acquired through college training or work experience. Includes SA-4 TR thru S-6, HRS, AS-3, AA, M-1, CM-1, P-1.
- C. **Paraprofessionals:** Occupations which require some duties of a professional or technical nature usually in a supportive role which requires less formal training and/or experience required in a full professional or technical position. Includes SA-1 TR thru SA-3, AS-2, HRA.
- D. **Technicians:** Occupations which require a combination of basic scientific or technical knowledge and sometimes manual skill which can be obtained through specialized post-secondary school education or through equivalent on-the-job training. Includes CO, MRT.
- E. **Office and Clerical:** Occupations which require secretarial, stenographic, typing or clerical skills acquired through secondary or business school training and/or experience. Includes SU-1 thru SU-7, MRA, AS-1.
- F. **Skilled Craft:** Occupations which require manual skill acquired through apprentice programs, vocational/trade schools or on-the-job training programs. Includes SU-MR.
- G. **Service, Maintenance and Protective Services:** Occupations which require housekeeping, custodial, transportation, building or vehicular maintenance and security functions which contribute to the comfort, convenience, hygiene or safety of the workplace. Includes SU-PM 1 thru SU-PM 3.
- H. **Non-Funded Positions:** Positions which are not program funded by the county.

## **Personnel Action Plan Master Provider Enterprise Repository (MPER) Response**

PAP Response through MPER – The Allegheny County Department of Human Services is utilizing the Master Provider Enterprise Repository (MPER) for response to the Personnel Action Plan (PAP) submissions. Auto-generated e-mails are sent to the designated provider agency contact person when the agency's PAP plan has been received and for notification of the results of the review. The information on the next page describes the MPER process:

**From:** DHS-Do\_Not\_Reply  
**Sent:** Wednesday, April 08, 2015 11:01 AM  
**To:**  
**Cc:**  
**Subject:** Personnel Action Plan - Not Approved

<b>Personnel Action Plan - Not Approved</b>	
Provider ID:	
Provider Name:	
Contract Id:	
Contract Start Date:	7/1/2014
Contract End Date:	6/30/2015

This is to notify you that your agency's Personnel Action Plan has not been approved. **Updates/Corrections to the plan are due by** Please review the findings through the appropriate link in the Master Provider Enterprise Repository <https://mper.county.allegheny.pa.us>. A copy of the response letter can also be printed as well. Should you have any questions about the review of the plan or any items needing updated/correction, please contact Mary Friedman at 412-350-4274.

#### **What is the Master Provider Enterprise Repository(MPER)?**

The Master Provider Enterprise Repository (MPER) is a single system that will be the "source of record" for all Department of Human Services (DHS) contracted Provider and Service data. MPER will track data on providers, their facilities and "service offerings." In order to access this system you will need a user account.

#### **Need a MPER account?**

In order to access your Personnel Action Plan online you will need to request a new MPER account. User accounts can be requested by calling the Helpdesk at 412-350-4357 and select option 2. Please note that this step is only necessary if you don't have a MPER account.

#### **Already have a MPER account.**

To access your Personnel Action Plan please follow the steps listed below.

1. Log into the MPER <https://mper.county.allegheny.pa.us>
2. Click Contract -> List of Contracts.
3. Select Contract ID and click the show button.
4. Once the appropriate contract period has been selected the PAP menu will appear at the top menu bar.
5. Click on the PAP menu to see List of PAP.

Please do not reply to this message. This is an auto-generated e-mail from the application. All replies will go unanswered. For help with the MPER application please contact the Help Desk at 412-350-4357 and select option 2.



Allegheny County Department of Human Services



Personnel Action Plan - Not Approved

Provider ID:

Provider Name :

**Contract Start Date :** 07-01-2014  
**Contract End Date :** 06-30-2015  
**Date PAP Received from Provider:** 07-15-2014  
**PAP Status :** Not Approved  
**Date PAP Review Completed:**  
**Provider Follow Up Date :** 10-14-2014

SAMPLE

Question	Status
1. Board Approval	Acceptable
2. ORGANIZATION Chart	Not Acceptable
3. FBR/Calculation	Acceptable
4. Minimum/Maximum Salary Scale	Acceptable Pending
5. Appointments	Acceptable
6. COLA	Acceptable
7. Merit Increases	Acceptable
8. Bonuses	Acceptable
9. General Increases/HRDF	Acceptable
10. Promotions	Acceptable
11. Reclassifications	Acceptable
12. Abolishments	Acceptable
13. Demotions	Acceptable
14. EEO Policy/Affirmative Action Plan/Workforce Profile	Acceptable
15. Other (brief narrative section)	
16. Other Issues	

Questions

**Question :** Board Approval  
**Status:** Acceptable  
**Notes:**

**Question :** ORGANIZATION Chart  
**Status:** Not Acceptable  
**Notes:** Issue from the 2013-14 PAP Plan was not resolved. The County is requesting a P-1 and job description for the Coordinator of QA as this title has changed. The old and new job description is also required.



## Allegheny County Department of Human Services



### Personnel Action Plan - Not Approved

**Provider ID:**

**Provider Name :**

---

**Question :** FBR/Calculation

**Status:** Acceptable

**Notes:**

**Question :** Minimum/Maximum Salary Scale

**Status:** Acceptable Pending

**Notes:** Pending Question #2.

**Question :** Appointments

**Status:** Acceptable

**Notes:**

**Question :** COLA

**Status:** Acceptable

**Notes:**

**Question :** Merit Increases

**Status:** Acceptable

**Notes:**

**Question :** Bonuses

**Status:** Acceptable

**Notes:**

**Question :** General Increases/HRDF

**Status:** Acceptable

**Notes:**

**Question :** Promotions

**Status:** Acceptable

**Notes:**



## Allegheny County Department of Human Services



### Personnel Action Plan - Not Approved

**Provider ID:**

**Provider Name :**

---

**Question :** Reclassifications

**Status:** Acceptable

**Notes:**

**Question :** Abolishments

**Status:** Acceptable

**Notes:**

**Question :** Demotions

**Status:** Acceptable

**Notes:**

**Question :** EEO Policy/Affirmative Action Plan/Workforce Profile

**Status:** Acceptable

**Notes:**

**Question :** Other (brief narrative section)

**Notes:**

**Question :** Other Issues

**Notes:** The following Questions need immediate correction: #2 and #4. Please respond by 10/14/2014.

**ALLEGHENY COUNTY DEPARTMENT OF  
HUMAN SERVICES**

**OFFICE OF ADMINISTRATIVE AND INFORMATION MANAGEMENT SERVICES  
BUREAU OF HUMAN RESOURCES/TRAINING AND PAYROLL**

**Instructions for Completing the  
Personnel Action Plan – P-1 Form**

To justify funding for program funded positions, the County requires the submission of a Personnel Action Plan Form, P-1 (attached) by providers to the Allegheny County Department of Human Services (DHS), Bureau of Human Resources/Training and Payroll (BHR/TP) with a job description and an organization chart identifying the position(s). A copy of an approved P-1 form for every **program funded** position **MUST** be kept on file by the provider to satisfy audit requirements.

The preceding procedure is consistent with the Pennsylvania Department of Human Services (PA DHS) a/k/a as the Department of Public Welfare (DPW)/Pennsylvania Department of Health (DOH) accountability requirements for classification and reimbursement approval by Allegheny County DHS-BHR and Programmatic Staffs, respectively.

- I. Agency Name: Indicate as such.
  
- II. Facility Location Numbers Enter the assigned MPI provider number in appropriate MH, MR and/or D&A squares.  
  
Hours per Week: Enter weekly hours in hundredths of an hour (e.g., 37.50, 18.75) with unused squares “zero” filled in appropriate MH, MR, D&A squares. If an individual divides time between two or more programs, identify each and hours worked therein.  
  
When recording hours for CLA/CRR staff hired on the basis of 0 – 37.5 hours, enter “00.37” in MH or MR squares, as appropriate.
  
- III. Select One: Please check the box to indicate whether this is a position creation, reclassification, or abolishment.
  
- IV. Position Data: Enter internal job number assigned by agency to each position to maintain position control within the agency. Enter Job Number, Position Type, Rate Type, and Service Codes from attached list.
  
- V. Classification/Reimbursement Data:
  - A. Requested PAP Title: Use position title provided in PAP Manual along with the corresponding PAP Code for each position indicated.



B. Proposed Effective Date: Reimbursement: Enter date when reimbursement begins.

C: Gray block is for DHS-BHR/TP to complete.

Agency Signatures: Need signature of Executive Director to process.

DHS Approvals: Do not complete.

General: Some agencies have designed their own form along P-1 lines for internal use as well as for submission to County. County approval of the form is required.

Please note, the P-1 is a carbonated two-page form designed for a specific purpose and is not to be separated at the agency prior to submission to the County.

Otherwise, the purpose is defeated in that the County has to make copies of the approved/signed request for return of one copy to the agency.

/jaw

05/08/2015

# ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

## ALLEGHENY COUNTY MH/MR/D&A

### PERSONNEL ACTION FORM (P-1)

I. AGENCY NAME: \_\_\_\_\_

II. FACILITY LOCATION NUMBER: \_\_\_\_\_

Billed Hrs. Per week:      MH                      MR                      D&A

    
         

    
       

III. SELECT ONE:    Creation     Reclassification     Abolishment

IV. POSITION DATA:                            

Job Number      PF/FF      FT/PT      Service Code      **Note: Select codes from appropriate lists.**

V. CLASSIFICATION/REIMBURSEMENT DATA:

A. Requested PAP Title: \_\_\_\_\_ Requested PAP Code: \_\_\_\_\_

B. Proposed Effective Date:                   

MO                      DY                      YR

C. Approved PAP Title: \_\_\_\_\_ Approved PAP Code: \_\_\_\_\_

APPROVED       NOT APPROVED

Comments: \_\_\_\_\_

Reason for disapproval (if applicable): \_\_\_\_\_

Agency Signatures

Immediate Supervisor: \_\_\_\_\_ PAP Code: \_\_\_\_\_  
(Optional)

Agency Director: \_\_\_\_\_ Date: \_\_\_\_\_  
(Required)

Department of Human Services Approvals

Bureau of Human Resources: \_\_\_\_\_ Date \_\_\_\_\_

Program Specialist: \_\_\_\_\_ Date \_\_\_\_\_

Manager/Administrator/Deputy: \_\_\_\_\_ Date \_\_\_\_\_

Sent to Agency on: \_\_\_\_\_

Stamp Date

ALLEGHENY COUNTY DEPARTMENT OF  
HUMAN SERVICES

OFFICE OF ADMINISTRATIVE AND INFORMATION MANAGEMENT SERVICES  
BUREAU OF HUMAN RESOURCES/TRAINING AND PAYROLL

PAP Service Type Codes

CODE

AD            Administration – AD code applicable to all director (CASD through UM),  
administrative assistant, and secretarial/clerical positions.

FN            Financial – FN code applicable to all fiscal (FM through B/L Clerk) positions.

OBH

OP - Outpatient  
IP - Inpatient (Short Term)  
PH - Partial Hospital  
ES - Emergency Services  
CR - CRR  
HS - Pre-School and Infant Stimulation  
HC - Camping  
HO - Outreach  
HA - A. B. C.  
HT - Other

OID

CL - CLA  
AC - Aftercare  
FS - FSS  
HH - Host Homes  
TA - TAC  
RS - Pre-School and Infant Stimulation  
RV - Vocational Rehabilitation  
RO - Counseling  
RC - Camping  
RT - Other

Base Service

CM - Case Management  
MR - Medical Records  
CS - C.I.S. Operations  
CO - Computer Operations  
CE - C&E

Drug

DP - Prevention  
DT - Treatment  
DI - Intervention  
GP - Gambling Prevention

Alcohol

AP - Prevention  
AT - Treatment  
AI - Intervention

Maintenance

MS - Maintenance Support

## Additional PAP Codes

### CODES

#### Position Type Codes:

FF - Program Funded  
PF - Part-Program Funded

#### Rate Type Codes:

FT - Full-Time  
PT - Part-Time

/jaw  
05-08-15

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**OFFICE OF BEHAVIORAL HEALTH/OFFICE OF**  
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ALLEGHENY PLAN  
GROUP 1 – PROGRAM DIRECTOR  
CATCHMENT AREA SERVICE DIRECTOR  
FUNCTIONAL DEFINITION

This is a highly responsible administrative work directing the provision of comprehensive services to mentally disabled within a catchment area. The employee is responsible for the availability and efficient performance of all the nine (9) Mandated Services, as provided in the Act of October 20, 1966, to all mentally disabled and/or retarded within a catchment area.

A minimum of six (6) of the nine Mandated Services listed below must be provided directly by the Community MH/MR Center within the catchment area for which the Director is responsible.

The remaining three (3) Mandated Services may be contracted for with other agencies and institutions that are licensed and approved to provide these services; a copy of said agreement must be filed with the Allegheny County Mental Health/Mental Retardation Central Office for review and approval.

The nine (9) Mandated Services are:

1. Short-term Inpatient Services other than those provided by the State.
2. Outpatient Services.
3. Partial Hospitalization Services.
4. A licensed Emergency Service twenty-four hours per day which shall be provided by, or available within, a catchment area of service.
5. Consultation and Education Services to professional personnel, community agencies, and consumers.
6. Aftercare Services for persons released from state and county facilities including, but not limited to, living arrangement programs for both MH and MR clients.
7. Specialized Rehabilitative and Training Services including sheltered workshops and therapeutic activity centers.
8. Interim Care of mentally retarded persons who have been removed from their homes and who, having been accepted, are awaiting admission to a state-operated facility.

Allegheny Plan  
Group 1 – Program Direction  
Catchment Area Service Director  
Functional Definition

9. Unified procedures for Intake for all county services and a central place providing referral services and information.

The following Catchment Area Services must be available geographically within the Catchment Area:

1. A unified procedure for Intake for all county services and a central location providing referral and information services plus case management activities.
2. Outpatient Services.
3. Partial Hospitalization Services to a minimum of 15 clients per day.
4. A licensed Emergency Service twenty-four hours per day which shall be provided by or available within a catchment area of service.
5. Consultation and Education Services to professional personnel and community agencies.
6. Aftercare Services including living arrangement programs for MH/MR clients released from state and county facilities, including, but not limited to, Living Arrangement Programs for both MH and MR citizens.
7. Specialized Rehabilitative and Training Services, including day programs, such as therapeutic activity centers for a minimum of 15 mentally disabled adults.

Services which may be located outside of the Catchment Area include:

1. Interim Care of MR persons who have been removed from their homes and who have been accepted and are awaiting admission to a state-operated facility.
2. Short-term Inpatient Services other than those provided by the state of at least twelve (12) beds. (Suggest using 6 minimum rather than 12 average as standard.)
3. Specialized Rehabilitative and Training Services other than those previously specified.

This employee has prime responsibility for planning, developing, implementing, administering, and evaluating comprehensive services for the mentally disabled and/or retarded within a catchment area and works with general policy and guidelines from a policy-making board and in accordance with federal, state, and county legislation and directives. The employee exercises a high degree of independent judgment and



Allegheny Plan  
Group 1 – Program Direction  
Catchment Area Service Director  
Functional Definition

initiative in achieving program goals. Work is complex and varied requiring analytical thinking. Contact is with colleagues, officials, the County Administrator, the Community Advisory Board, and the public. Supervision of a multi-disciplined staff is exercised through subordinate administrators and supervisors.

Examples of Work Performed, Knowledge, and Abilities

Directs all services related to the efficient operation of the Mental Health/Mental Retardation Program.

Confers with and advises all subordinate and other appropriate staff representatives regarding policies, standards, and procedures in the care and treatment of the mentally disabled and/or retarded.

Acts as a consultant in unusual or difficult cases.

Directs a review and evaluation of program budgets and effectiveness.

Contacts and works in close liaison with Mental Health/Mental Retardation Administrative Office.

Extensive knowledge of the theories, principles, and techniques used in the field of Mental Health/Mental Retardation and other related fields.

**Minimum Experience and Training**

Master's degree in the social science field and five years administrative experience directing programs of a social service agency

or

Bachelor's degree in the social science field and seven years administrative experience directing programs of a social service agency

or

Any equivalent combination of experience and training as approved by the County OBH/OMR/DD Program Director.

ALLEGHENY PLAN  
GROUP I – PROGRAM DIRECTION  
MULTIPLE COMPONENT SERVICE DIRECTOR  
FUNCTIONAL DEFINITION

This is responsible administrative work as director of more than one of the basic patient services or auxiliary services for the mentally disabled and/or retarded. This employee has controlling responsibility for the development and administration of the services functional responsibility. Work is performed with guidance from a professional or administrative superior and with considerable independence. This employee works in conformance to broad MH/MR department policies and established functional precedents and practices. Work is complex and varied requiring analytical thinking. Supervision of a multi-disciplined staff is exercised through subordinate supervisors. Contact is with colleagues, officials of other health and welfare agencies and the public.

Examples of Work Performed, Knowledge, and Abilities

Directs the services related to the efficient operation of the multiple component services.

Confers with unit heads and staff representatives regarding standards, policies, and procedures in the care and treatment of the mentally disabled and/or retarded.

Provides leadership and direction to all professional and technical staff in regard to program planning and implementation of the multiple-service program.

Responsible for the recruitment, development, and efficient utilization of personnel under the direction and final approval by the Catchment Area Service Director (CASD).

Responsible for preparation of any fiscal reports such as annual budget and income and expenditure report to Mental Health/Mental Retardation Administrator and any other budgetary reporting of the multiple component services.

Develops the overall multiple-service operating plan in conjunction with the County MH/MR Administrator and CASD.

Responsible for study and continuous review and evaluation of the overall service program, standards, and needs.

Extensive knowledge of related theories, principles, and techniques of the services provided.

Thorough knowledge of administrative work which includes the basic services provided.

Allegheny Plan  
Group 1 – Program Direction  
Multiple Component Service Director  
Functional Definition

Knowledge of other related community agencies.

Knowledge of the basic principles of program interpretation, promotion, evaluation, and community organization.

Knowledge of and the execution of sound and progressive principles of supervision.

Ability to prepare clear and concise reports and communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with client, associates, and other agency personnel.

Ability to plan, organize, and direct the work of a subordinate staff.

**Minimum Experience and Training**

Master's degree in the social science field and four years of related experience, including two years of program administration in a social service agency

or

Bachelor's degree in the social science field and six years of related experience, including two years of program administration in a social service agency

or

Any equivalent combination of experience and training as approved by the County OBH/OMR/DD Program Director.

ALLEGHENY PLAN  
GROUP 1 – PROGRAM DIRECTION  
COMPONENT SERVICE DIRECTOR  
FUNCTIONAL DEFINITION

This is responsible administrative work directing the operation of:

1. One of the basic services for the mentally disabled (Emergency, Inpatient, Interim Care, Consultation and Education, Research, Staff Training, and other preventive programs).
2. A specialized program incorporating more than one of the basic patient services and administered to a specialized population of the mentally disabled (Drug Addition, Children's Services).

This employee has controlling responsibility for the development and administration of the service's functional responsibility. He works with guidance from an administrative superior and in accordance with functional precedents, practices, and policies. Work is complex requiring analytical thinking. Contact is with colleagues, officials of other health and welfare agencies, and the public. Supervision of a multi-disciplined staff is exercised directly or through subordinate supervisors.

Examples of Work Performed, Knowledge, and Abilities

Directs the services related to the efficient operation of the component service units.

Confers with unit heads and staff representatives regarding standards, policies, and procedures in the care and treatment of the mentally disabled and/or retarded.

Provides leadership and direction to all professional and technical staff in regard to program planning and implementation of the component service program.

Responsible for analysis and presentation of any fiscal reports and other related reports necessary for the operation of the component service program.

Develops overall component service program plan in conjunction with the County MH/MR/D&A.

Responsible for study and continuous review and evaluation of the program standards and needs.

Allegheny Plan  
Group 1 – Program Direction  
Component Service Director  
Functional Definition

Thorough knowledge of related theories, principles, and techniques of the service provided.

Knowledge of community program and other related agencies.

Knowledge of the principles of supervision.

Ability to direct or instruct supervisors or other staff members in objectives, policies, and procedures set forth by MH/MR/D&A Program.

Ability to prepare clear, concise reports and communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with clients, associates, and other agency personnel.

Ability to plan, organize, and direct the work of a staff or component service workers.

**Minimum Experience and Training**

Master's degree in the social science field and four years of related experience, including two years of program administration in a social service agency

or

Bachelor's degree in the social science field and four years of related experience, including two years of program administration in a social service agency

or

Any equivalent combination of experience and training as approved by the County MH/MR/D&A Program Director.

ALLEGHENY PLAN  
GROUP I – PROGRAM DIRECTION  
UNIT MANAGER  
FUNCTIONAL DEFINITION

This is administrative/advanced supervisory work managing a subsection of a basic client or administrative mental health, mental retardation or MH/MR/D&A supervisors, specialists and specialist associates. A CLA/CRR position in this class includes the responsibility for program direction of the entire function; however, position allocation is dependent upon both the number and type of beds available.

The incumbent, under the general direction of an administrative supervisor, has controlling responsibility for the budgeting, planning, development, implementation, evaluation and administration of the unit's functions. Major areas of activity include the internal/external coordination, integration and delivery of services provided by agency therapeutic care and treatment programs. Involvement in such activities requires supervision and training of multiple service teams and support staffs, either directly or through subordinate supervisors. Employee will also interpret and implement program policies and procedures governing the assigned area of responsibility. The work is complex, requiring analytical thinking, a high degree of initiative and the exercise of independent judgment. Contact is with colleagues, mental health agency officials and the public.

Knowledge of Work Performed, Knowledge, and Abilities

Manages the functional services of the unit for efficient operation.

Directs the planning and scheduling of long-range and daily operations.

Develops and implements standards, policies and procedures for administrative and service areas of the unit.

Responsible for preparation and control of unit budget.

Prepares fiscal and administrative reports necessary for unit operation.

Responsible for recruitment, training, evaluation and utilization of personnel.

Interprets program objectives for individuals, public or private agencies to obtain mutual understanding, cooperation and support.

Responsible for the continuous review and evaluation of unit program(s), standards and needs.

May act as program representative in difficult and extensive community contacts.

Conducts staff meetings.

Extensive knowledge of the principles, practices and procedures involved in cross-disciplinary programs for the mentally retarded and disabled.

Thorough knowledge of current mental health problems and the resources available to alleviate them.

Thorough knowledge of program interpretation and implementation methods.

Thorough knowledge of the principles/methods of administration, supervision and community organization and their application to community and facility-based programs for the mentally retarded/disabled.

Considerable knowledge of individual/group behavior with emphasis on the problems/attitudes of the mentally retarded/disabled.

Considerable knowledge of community and social welfare agencies engaged in the care and treatment of the mentally retarded/disabled. Ability to plan, organize and direct the work of others.

Ability to organize, integrate, coordinate and direct the provision of all services within the assigned area of responsibility.

Ability to comprehend goals, objectives and operations.

Ability to develop, implement and evaluate programs.

Ability to establish and maintain effective working relationships with clients, staff, public and private agencies.

Ability to gather, assemble, correlate and analyze facts and devise solutions.

Ability to communicate effectively, both orally and in writing.

**Minimum Experience and Training**

Master's degree in the social science field and three years of related experience, including two years as a supervisor

or

Bachelor's degree in the social science field and five years of related experience, including two years as a supervisor

or

Any equivalent combination of experience and training as approved by the County OBH/OMR/DD Program Director.



ALLEGHENY PLAN  
GROUP I – PROGRAM DIRECTION  
RESIDENTIAL PROGRAM MANAGER  
FUNCTIONAL DEFINITION

This is administrative/mid-level supervisory work managing either a Community Living Arrangement (CLS) or a Community Residential Rehabilitation (CRR) unit.

An incumbent under the general direction of an administrative supervisor is responsible for the fiscal management (including budget preparation), planning, development, evaluation and administration of the unit's programmatic functions. Employee will also interpret/implement program policies and procedures governing the assigned area of responsibility. Major areas of activity include the supervision of client treatment services within the unit and the coordination of intra-agency care and treatment programs for residents. Additional responsibilities include the supervision and training of support staff, either directly or through subordinate supervisors. This work is complex, requiring analytical thinking, a high degree of initiative, and the exercise of independent judgment.

Examples of Work Performed, Knowledge, Skills and Abilities

Directs the planning and scheduling of long-range and daily schedules.

Develops and implements policies, procedures, and standards for the residential unit operation.

Responsible for the continuous review and evaluation of the residential program.

Develops and maintains client-oriented record system.

Accountable for program expenditures, e.g., equipment, supplies, etc.

Prepare and evaluates reports.

Responsible for recruitment, training, evaluation and supervision of residential staff.

Convene/conducts meetings, e.g., staff, admission/discharges, etc.

Arranges trial visits for prospective residents.

Responsible for resident appointment/placement interview arrangements.

Interprets program objectives to individuals and public or private organizations for mutual understanding, cooperation and support.

Acts as liaison to obtain inter-agency client services.

Extensive knowledge of the principles, practices and procedures involved in cross-disciplinary programs for the mentally retarded.

Thorough knowledge of current mental retardation problems and the resources available to treat them.

Thorough knowledge of program interpretation and implementation methods.

Thorough knowledge of the principles/methods of administration, supervision and community organization and their application to community and facility based programs for the mentally retarded.

Considerable knowledge of individual/group behavior with emphasis on the problems/attitudes of the mentally retarded.

Considerable knowledge of community and social welfare agencies engaged in the care and treatment of the mentally retarded.

Ability to plan, organize and direct the work of others.

Ability to organize, integrate, coordinate and direct the provision of all services within the assigned area of responsibility.

Ability to comprehend goals, objectives and operations.

Ability to develop, implement and evaluate programs.

Ability to establish and maintain effective working relationships with clients, staff, public, and private agencies.

Ability to gather, assemble, correlate and analyze facts and devise solutions.

Ability to communicate effectively, both orally and in writing.

**Minimum Experience and Training**

Master's degree in the human service field and three years of related experience, including two years as a supervisor

or

Bachelor's degree in the human service field and five years of related experience, including two years as a supervisor.

P.A.P. Code 5

or

Any equivalent combination of experience and training as approved by the County  
OBH/OMR/DD Program Director

ALLEGHENY PLAN

GROUP 1 – PROGRAM DIRECTION

AREA SERVICE DIRECTOR

FUNCTIONAL DEFINITION

This is highly responsible administrative work directing the provision of agency service(s) in one or more catchment areas. Positions in this class frequently involve direction of multi-services agency or, at least a single service of such size that functional responsibilities and budgets are comparable to those of a catchment area agency. In either case, the position must be vested with final authority for administrative/fiscal responsibilities, exclusive of any such authority retained and exercised by a corporate board.

An incumbent directs the planning, development, implementation and evaluation of agency services for the mentally disabled. Such work includes responsibility for budget preparation and control. The incumbent also directs the activities of mid-level managers and effects staff supervision through subordinate managers and/or supervisors. Work is accomplished within the general policy guidelines approved by a corporate advisory board and in accordance with federal, state and county legislation and directives. Accomplishment of program goals involves complex work that requires analytical thinking and the exercise of high degree of independent judgment and initiative. Contact is with board members, agency directors, County administrators and the public.

Examples of Work Performed, Knowledge and Abilities

Directs agency program activities for the purpose of efficient and effective service delivery.

Provides direction, leadership and training to professional and technical staff in regard to program planning and treatment of the mentally disabled.

Responsible for policy/procedure development and implementation.

Directs the preparation, review and evaluation of budget(s).

Controls budget expenditures.

Responsible for the preparation, analysis and presentation of program and fiscal reports to corporate board.

Maintains facilities in accordance with federal, state and municipal laws/ordinances.

Maintains close liaison with county MH/MR office.

Attends board and staff meetings.

Extensive knowledge of theories, principles and techniques related to services provided.

Considerable knowledge of budget preparation, control and related fiscal processes.

Knowledge of administrative/supervisory principles and procedures.

Ability to prepare clear concise reports to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationship with clients, associates and agency personnel.

Ability to plan, organize and direct the work of a subordinate staff.

**Minimum Experience and Training**

Master's degree in human service field plus five years administrative experience directing human service programs, including development and control of program budget(s)

or

Bachelor's degree in human service field plus seven years administrative experience directing human service programs, including development and control of program budget(s).

or

Any equivalent combination of experience and training as approved by the OBH/OMR/DD Program Director

**SPECIAL REQUIREMENT**

This classification may be allocated for only one position per contract agency/corporation when gross annual MH/MR budget (including income generated as a result of such funding) is, at least \$1,250,000.

ALLEGHENY PLAN

GROUP 1 – SERVICE DELIVERY

SUPERVISION AND/OR ADMINISTRATION

MH/MR/D&A SPECIALIST VII SUPERVISOR

FUNCTIONAL DEFINITION

This is supervisory and advanced professional work in a sub-section of a basic client service, encompassing the direction of subordinate specialists (PAP Codes SA-1/TR thru S-6) in providing therapeutic care and rehabilitation for the mentally retarded or disabled. A CLA/CRR position in this class includes the responsibility for program direction of the entire function; however, position allocation is dependent upon both the number and type of beds available.

Position responsibilities include planning, organizing and providing the delivery of cross-disciplinary services to clients, plus the supervision/training of an MH/MR or D&A specialist team in a community/facility based program. The work will also require the development, implementation and evaluation of therapeutic programs to assure accurate diagnostic assessment and continuity of client care.

Work is performed with a high degree of initiative and independent judgment, but in accordance with established policies, regulations and procedures. A higher-level supervisor provides direction, general guidelines and evaluation of effectiveness in the achievement of program goals.

Examples of Work Performed, Knowledge and Abilities

Supervises planning and scheduling of the daily operations in the assigned area of responsibility.

Establishes internal policies and procedures with concurrence of higher authority.

Analyzes and interprets records/reports of treatment, behavior and progress of clients.

Performs individual and group psychotherapy under the direction of a professional superior.

Reviews service programs to ensure use of appropriate methodology.

Ability to establish and maintain effective working relationships with patients and/or clients, staff, public and private agencies.

Ability to evaluate program and staff effectiveness.

Ability to communicate effectively, both orally and in writing.

**Minimum Experience and Training**

Master's degree in social science field with two years of related experience

or

Bachelor's degree in social science field with four years of related experience

or

Any combination of experience and training as approved by the County OBH/OMR/DD Program Director.

ALLEGHENY PLAN  
GROUP I – SERVICE DELIVERY  
SUPERVISION AND/OR ADMINISTRATION  
PHYSICIAN II  
FUNCTIONAL DEFINITION

This is professional medical work in the care and treatment of the physically ill.

Employees in the class render professional medical care and treatment to patients in clinics or other medical programs. Some administrative work is often part of the work done by this class. Supervision may be exercised over physicians of a lower grade, interns, graduate nurses, nursing assistants, and attendants in the performance of their duties. Work is performed independently, subject to review by physicians of higher grade through consultation, staff reports, and personal inspection. This class includes a number of part-time positions.

Examples of Work Performed, Knowledge, and Abilities

Gives physical examinations, makes ward rounds, makes decisions and referrals on committable patients, admits new patients, makes up case histories.

Personally renders all types of medical treatment, including minor surgery.

Assists in the examinations of alcoholic, narcotic, and drug addicts.

Assigns duties to subordinates; offers technical advice and assistance to them in their work; reviews completed work for general adequacy and compliance with instructions.

Participates in community education programs.

Advises superiors on medical and administrative problems, and on questions of policy and public relations.

Attends staff conferences.

Thorough knowledge of the principles, practices, and techniques of the appropriate medical specialty.



Considerable knowledge of recent developments in modern methods and techniques of treating the physically ill.

Knowledge of administrative practices and procedures, rules, regulations, policies, and standards related to medical services.

Some knowledge of medical jurisprudence.

Ability to examine patients, diagnose disease, and to prescribe and administer necessary treatment.

Ability to interpret and use results of x-rays, fluoroscopes, and laboratory tests to confirm clinical findings and to aid in the diagnosis of disease.

Ability to direct the work of other physicians to instruct and supervise nursing and clerical personnel.

Ability to gain the confidence and cooperation of patients and to establish effective working relationships with other employees and the public.

**Minimum Experience and Training**

Three years experience and training in the medical specialty or sub-specialty practiced.

Necessary Special Requirement: Possession of a license to practice medicine in the Commonwealth of Pennsylvania as issued by the State Board of Medical Education and Licensure or the State Board of Osteopathic Examiners.

NOTE: Employees in this class will be eligible for consideration to assignment (if possible availability exists) to a position in Group I – Program Director series.

ALLEGHENY PLAN  
GROUP I – SERVICE DELIVERY  
DIRECT SERVICE  
MH/MR/D&A SPECIALIST ASSOCIATE I TRAINEE  
FUNCTIONAL DEFINITION

This is the beginning-level work of a training nature in the performance of elementary tasks involved in a wide variety of therapeutic and daily living activities designed to facilitate the rehabilitation of clients. The employee receives formal cross-disciplinary training in the various techniques and methods utilized in the field of mentally disabled and/or retarded (children and/or adults).

Examples of Work Performed, Knowledge, and Abilities

Perform or assists in routine health care tasks.

Assists in individual and group activities used in planned therapeutic rehabilitation programs for the mentally disabled and/or retarded.

Learns to observe the behavior, attitude, and physical condition of patients and/or clients.

Learns the basic techniques and attitudes necessary to maintain a therapeutic environment for the mentally disabled.

Learns to maintain simple records and to make routine reports.

Attends training courses in cross-disciplinary theory and procedure oriented towards the many specific techniques needs to care for the mentally disabled and/or retarded.

Ability to develop and maintain an understanding attitude toward the mentally disabled and/or retarded.

Ability to follow simple oral and written instructions.

NOTE: Duration of training period will be decided by agency administrators upon approval by County Program Director.

**Minimum Experience and Training**

No previous experience or training required.

Ability to comprehend training received and relate to community programs where assigned.

Allegheny Plan  
Group II - Service Delivery  
Direct Service  
MH/MR/D&A Specialist Associate I Trainee  
Functional Definition

Ability to learn basic skills and abilities necessary for public contact work.

High school graduate or equivalency (combination of eighth grade and three years of problem community environmental exposure).

ALLEGHENY PLAN  
GROUP II - SERVICE DELIVERY  
DIRECT SERVICE  
MH/MR/D&A SPECIALIST ASSOCIATE I  
FUNCTIONAL DEFINITION

An employee in this class performs beginning-level work, as a Specialist Associate, in cross-disciplinary areas of therapeutic rehabilitation, as a member of a treatment team in a facility-based or community program for the mentally disabled and/or retarded.

Examples of Work Performed, Knowledge, and Abilities

Participates in therapeutic, occupational, and recreational activities planned for clients. Participates in client activities of daily living such as dressing, grooming, and personal hygiene.

Assists therapeutic personnel by performing routine health care tasks as required.

Uses and learns basic techniques in behavioral modification program incorporated in the many specific techniques needed for the therapeutic rehabilitation of the mentally disabled and/or retarded.

Assists higher-level staff in establishing and maintaining community contacts as part of the overall plan such as youth and adult contact to provide information and referral services where needed.

Participates in conducting planned, therapeutic activities sessions.

Assists in maintaining a healthful and therapeutic environment.

Observes the behavior, attitude, and physical condition of patients and/or clients; reports significant changes to a higher-level staff MH/MR/D&A Specialist.

Encourages patients and/or clients to cooperate with the treatment program, giving them reassurance and support as needed.

Assists supervisors in securing specific information for use in planning individual treatment programs.

Attends staff meetings and conferences.

Maintains simple records and makes routine reports.

Prepares simple treatment plan reports, attends training courses, and staff meetings.

Allegheny Plan  
Group II - Service Delivery  
Direct Service  
MH/MR/D&A Specialist Associate I  
Functional Definition

Some knowledge of common mental disabilities and their obvious symptoms.

Some knowledge of standard operating procedures, precautions, and appropriate techniques for assisting patients and/or clients in emergencies.

Ability to develop and maintain an understanding attitude toward the mentally disabled.

Ability to work effectively with patients and/or clients and to gain their confidence and cooperation.

Ability to cooperate with other members of the treatment team.

Some knowledge of the basic principles, practices, and procedures involved in a multi-disciplinary program for the mentally disabled.

**Minimum Experience and Training**

Completion of MH/MR SA-I/TR

or

Any equivalent combination of experience and training as approved by the County OBH/OMR/DD Program Director.

ALLEGHENY PLAN  
GROUP 1 – SERVICE DELIVERY  
DIRECT SERVICE  
MH/MR/D&A SPECIALIST ASSOCIATE II  
FUNCTIONAL DEFINITION

An employee in this class, acting in a lead capacity, performs a variety of cross-disciplinary tasks as a member of a treatment team in a facility-based or community program for the mentally disabled and/or retarded.

Examples of Work Performed, Knowledge, and Abilities

Assists higher-level therapeutic staff in individual and group therapy sessions.

Makes a significant contribution in the implementation of a client therapeutic rehabilitation plan.

Participates in maintaining a healthful and therapeutic environment.

Meets with families of patients and/or clients in the home or at the work location to secure background information and discuss problems.

Reports significant changes in the behavior, attitude, or physical condition of patients and/or clients to a higher-level staff.

Encourages patients and/or clients to cooperate with the treatment program, giving them reassurance and support as needed.

Participates in relaying daily written or oral instructions to personnel on succeeding shifts.

Attends staff meetings and conferences.

Reviews and evaluates information gathered by MH/MR/D&A Specialist Associate I's.

Provides orientation, guidance, and training to less-experienced staff in the specific approach to therapeutic rehabilitation for the mentally disabled and/or retarded.

Performs follow-up services including home visits.

Performs duties as a Practical Nurse when required.

Maintains necessary records and prepares reports.

Allegheny Plan  
Group 1 – Service Delivery  
Direct Service  
MH/MR/D&A Specialist Associate II  
Functional Definition

Knowledge of the basic principles, practices, and procedures involved in a multi-disciplinary program for the mentally disabled.

Some knowledge of common mental disabilities and their obvious symptoms.

Some knowledge of the principles and practices of supervision.

Ability to develop and maintain an understanding attitude toward the mentally disabled and to instill this attitude in lower-level staff.

Ability to identify the needs of patients and/or clients and to gain their confidence and cooperation.

Ability to provide leadership to subordinates and to cooperate with other members of the treatment team.

Ability to understand and carry out oral and written instructions.

Ability to maintain necessary records and prepare reports.

**Minimum Experience and Training**

High school graduation and one year of experience as an SA-1

or

Any equivalent combination of experience and training as approved by the County OBH/OMR/DD Program Director.

ALLEGHENY PLAN  
GROUP II - SERVICE DELIVERY  
DIRECT SERVICE  
MH/MR/D&A SPECIALIST ASSOCIATE III TRAINEE  
FUNCTIONAL DEFINITION

An employee in this class receives training in theory and in practice as a specialist in the elements of supervision and methods of instruction as well as development and implementation of a cross-disciplinary program designed for presentation to individual clients in a facility-based or community program for the mentally disabled and/or retarded.

Examples of Work Performed, Knowledge, and Abilities

Receives training, as a specialist, in a cross-disciplinary program for the mentally disabled.

Evaluates and analyzes information and data received from the program under observation.

Assists in the development and implementation of the therapeutic rehabilitation program in the area of assignment.

Assists a higher-level MH/MR/D&A Specialist or other supervisor in the performance of a variety of difficult and varied duties such as planning, therapeutic activities sessions, applying various advanced treatment methods, and providing basic counseling services to patients and/or clients.

Learns the basic principles and practices of supervision.

Participates in maintaining a healthful and therapeutic environment.

Attends staff meetings and conferences as assigned.

Learns to maintain necessary records and prepare reports.

Some knowledge of the basic principles of the social behavioral sciences. Some knowledge of common mental disabilities.

Some knowledge of current social, economic, and health programs.



Allegheny Plan  
Group II - Service Delivery  
Direct Service  
MH/MR/D&A Specialist Associate III Trainee  
Functional Definition

P.A.P. Code SA-3/TR

Some knowledge of individual and group behavior and effective ways of working with people.

Ability to learn and apply the principles, practices, and procedures involved in difficult work in a multi-disciplinary program.

Ability to develop and maintain an understanding attitude toward patients.

Ability to identify needs of patients and/or clients and to gain their confidence and cooperation.

Ability to communicate effectively both orally and in writing.

Ability to maintain necessary records and prepare reports.

**Minimum Experience and Training**

An associate's degree in a social science field

or

One year of experience in an SA-2 position

or

any equivalent combination of experience and training as approved by the County OBH/OMR/DD Program Director.

ALLEGHENY PLAN

P.A.P. Code SA-3

GROUP II - SERVICE DELIVERY

DIRECT SERVICE

MH/MR/D&A SPECIALIST ASSOCIATE III

FUNCTIONAL DEFINITION

An employee in this class functions as a specialist in an established organizational role of expertise and leadership in a functional area of programming within a cross-disciplinary unit; has the responsibility for the delivery of specific services calling for substantial amounts of staff guidance, direction, and training; assists higher-level personnel in the development of various programs of therapeutic rehabilitation for the mentally disabled and/or retarded patients; provides training for less experienced personnel.

Examples of Work Performed, Knowledge, and Abilities

Delivers advanced-level services in a therapeutic rehabilitation program for the mentally disabled and/or retarded patients.

Provides leadership in an assigned functional area of a total unit program such as training, treatment, research, and evaluation.

Relays daily written or oral instructions to personnel.

Conducts and assists in planning therapeutic activities sessions; plans sessions in the absence of the supervisor.

Maintains a healthful and therapeutic environment.

Conducts re-motivation sessions with patient and/or client groups; provides basic counseling services.

Meets with families of patients and/or clients in the home or at the work location to secure background information and discuss problems.

Ascertain that significant changes in the behavior, attitude, or physical condition of patients and/or clients are being properly observed and reported; attends and participates in conferences for the discussion of diagnosis, behavior, treatment, and progress of patients and/or clients.

Encourages patients and/or clients to cooperate with the treatment program, giving them reassurance and support as needed.

Allegheny Plan  
Group II - Service Delivery  
Direct Service  
MH/MR/D&A Specialist Associate III  
Functional Definition

P.A.P. Code SA-3

Attends staff meetings and conferences.

Evaluates information and data from the program and makes recommendations where needed.

Acts as a consultant and assistant to higher-level staff for program development and implementation.

Considerable knowledge of standard operating procedures, precautions, and appropriate techniques for assisting patients and/or clients in emergencies.

Knowledge of common mental disabilities and their obvious symptoms.

Some knowledge of individual and group behavior and effective ways of working with the patients.

Ability to develop and maintain an understanding attitude toward the patients and to instill this attitude in lower-level staff.

Ability to identify the needs of patients and/or clients and to gain their confidence and cooperation.

Ability to communicate effectively both orally and in writing.

Ability to maintain necessary records and prepare reports.

Acts as an instructor for less-experienced staff.

**Minimum Training and Experience**

or

An Associate's degree in a human services field with one year of related experience

or

One year of experience in an SA-3/TR position

or

Two years of experience in an SA-2 position

P.A.P. Code SA-3

or

Any equivalent combination of experience and training as approved by the County OBH/OMR/DD Program Director.

(Note: May use this class for EEG Technician.)

GROUP II – SERVICE DELIVERY

DIRECT SERVICE

MH/MR/D&A SPECIALIST ASSOCIATE IV TRAINEE

FUNCTIONAL DEFINITION

An employee in this class receives instruction both in theory and in practice in the application of various methods and techniques in the analysis and assessment of client problems as well as multi-disciplinary treatment approaches and evaluation of client responses.

Examples of Work Performed, Knowledge, and Abilities

Receives instruction in the various methods and techniques in a generalist program for therapeutic rehabilitation of the mentally disabled and/or retarded in a facility-based or community operation.

Evaluates and analyzes the problems of individual clients.

Participates in an approved cross-disciplinary training course designed to develop the knowledge and skills necessary for responsible and complex work in therapeutic care and rehabilitation.

Assists a higher-level worker or other supervisor in the performance of a variety of difficult and complex duties such as providing casework and counseling services, administering and scoring intelligence and other pertinent tests, and planning and evaluating therapy sessions.

Participates in advanced or specialized training seminars; presents detailed reports on such assignments.

Learns the principles and practices of supervision.

Participates in maintaining a healthful and therapeutic environment.

Attends staff meetings and conferences as assigned.

Assists in the formation of various activities designed to meet client needs.

Recommends new approaches to client problems, using acquired knowledge, in an attempt to improve treatment plan.

Knowledge of the basic principles of the social and behavioral sciences.

Allegheny Plan  
Group II – Service Delivery  
Direct Service  
MH/MR/D&A Specialist Associate IV Trainee  
Functional Definition

Knowledge of current social, economic, and health problems.

Knowledge of individual and group behavior and effective ways of working with people.

Some knowledge of common mental disabilities.

Ability to learn and apply the principles, practices, and procedures involved in difficult and complex work in a cross-disciplinary program.

Ability to develop and maintain an understanding attitude toward the mentally disabled.

Ability to identify the needs of patients and/or clients and to gain their confidence and cooperation.

Ability to communicate effectively, both orally and in writing.

NOTE: Duration of training period will be decided by agency Director upon approval of County Program Director.

**Minimum Experience and Training**

Bachelor's degree in the social human science field

or

One year of experience in SA-III position

or

Any equivalent combination of experience and training as approved by the County OBH/OMR/DD Program Director.

ALLEGHENY PLAN  
GROUP II – SERVICE DELIVERY  
DIRECT SERVICE  
MH/MR/D&A SPECIALIST IV  
FUNCTIONAL DEFINITION

An employee in this class provides cross-disciplinary services of a responsible nature in a community or facility-based program for the mentally disabled and/or retarded. Work involves the utilization of varied methods and techniques in the counseling and therapeutic treatment of patients and/or clients. The employee assists with orientation and training of lower-level staff and may plan individual work assignments. Supervision may be exercised over lower-level and volunteer workers. Work is performed under the direct supervision of a higher-level staff or other supervisor who outlines methods and objectives and reviews work for quality and achievement of program goals.

Examples of Work Performed, Knowledge and Abilities

Applies basic professional techniques in the analysis and evaluation of clients with mental disabilities.

Assists in structuring therapeutic activities in a program for the mentally disabled.

Observes and records clients' group relationships, noting changes in their behavior and attitude which may necessitate modification in treatment.

Assists in the selection and application of psychological techniques designed to modify behavior.

Ensures the adequacy of the emotional and physical care provided for patients and/or clients and participates as necessary.

Participates in the orientation and training of lower-level staff; plans individual work-training assignments as required.

Makes comprehensive observations; records; and reports of the treatment, behavior, diagnosis treatment, and progress of patients and/or clients.

Attends staff meetings; participates in conferences for the discussion of behavior, diagnosis treatment, and progress of patients and/or clients.

Provides instruction and training to patients and/or clients, adapting materials to meet individual needs and abilities.

Recommends new approaches for treatment plan.

Allegheny Plan  
Group II – Service Delivery  
Direct Service  
MH/MR/D&A Specialist IV  
Functional Definition

P.A.P. Code S-4

Works directly with clients in providing professional therapeutic rehabilitation services such as counseling and group therapy.

Consults with families, friends, and the community to develop effective follow-up service.

Assists in the development and implementation of a program for the rehabilitation of the mentally disabled in a facility-based or community operation.

Ensures the maintenance of a healthful and therapeutic environment for the mentally disabled.

Encourages patients and/or clients to cooperate with the treatment program, giving them reassurance and support as necessary.

Knowledge of common mental disabilities, their obvious symptoms, and accepted treatment methods.

Knowledge of the overall operational policies and established procedures of the community or facility-based program.

Some knowledge of the principles and practices of supervision.

Knowledge of individual and group behavior, with emphasis on the problems and attitudes of the mentally disabled.

Knowledge of current mental health problems and resources.

Ability to develop and maintain an understanding attitude toward the mentally disabled and to instill this attitude in lower-level staff and volunteer workers.

Ability to identify the needs of patients and/or clients and to gain their confidence and cooperation.

Ability to instruct lower-level staff.

Ability to plan and organize work and to adapt treatment techniques to the emotional, physical, and behavioral needs of patients and/or clients.



Ability to establish and maintain effective working relationships with patients and/or clients, other members of the treatment team, and public and private agencies.

Ability to communicate effectively, both orally and in writing.

Ability to maintain necessary records and prepare reports.

**Minimum Experience and Training**

Bachelor's degree in the social human science field and six months of related experience

or

One year of experience in an S-4/TR position

or

Any equivalent combination of experience and training as provided by the County OBH/OMR/DD Program Director.

NOTE: Licensed Practical Nurse (LPN) positions will be included in this class.

ALLEGHENY PLAN  
GROUP II – SERVICE DELIVERY  
DIRECT SERVICE  
MH/MR/D&A SPECIALIST V  
FUNCTIONAL DEFINITION

This is highly responsible and complex work in the therapeutic care and rehabilitation of the mentally disabled and/or retarded (child and/or adult).

An employee in this class assists higher-level staff in planning, organizing, and directing the provision of cross-disciplinary services to patients and/or clients or assists in the supervision of a team of MH/MR/D&A workers in a community or facility-based program for the mentally disabled and/or retarded. Work involves the adaptation of varied methods and techniques in the therapeutic care and treatment of patients and/or clients. The employee may conduct the orientation and training of lower-level workers and plan individual work-training assignments. Work is performed with a high degree of independence in accordance with established regulations, policies, and procedures. Supervision is received from a higher-level staff.

Examples of Work Performed, Knowledge, and Abilities

Assists a high-level staff worker in planning, organizing, and the provision of cross-disciplinary services to patients and/or clients in a community or facility-based program for the mentally disabled and/or retarded.

Assists a higher-level staff worker in the supervision of a team of MH/MR/D&A staff workers.

Provides advice and assistance in the more complex aspects of casework and counseling services such as community placement and follow-up.

Participates in the selection and application of psychological techniques designed to modify behavior.

Ensures the adequacy of the emotional and physical care provided for patients and/or clients and participates as necessary.

Reviews records and reports of the treatment, behavior, and progress of patients and/or clients.

Attends staff meetings; participates in conferences for the discussion of behavior, diagnosis, treatment, and progress of patients and/or clients.

Ensures the maintenance of a healthful and therapeutic environment for the mentally disabled.

Encourages patients and/or clients to cooperate with the treatment program in complex cases, giving them reassurance and support as necessary.

Considerable knowledge of the basic principles, practices, and procedures involved in a cross disciplinary program for the mentally disabled and/or retarded.

Considerable knowledge of the overall operational policies and established procedures of the community, institutional, or facility-based program.

Considerable knowledge of common mental disabilities, their obvious symptoms, and accepted treatment methods.

Considerable knowledge of individual and group behavior with emphasis on the problems and attitudes of the mentally disabled.

Considerable knowledge of individual of current mental health problems and resources.

Knowledge of the principles and practices of supervision.

Ability to develop and maintain an understanding attitude toward the mentally disabled and to instill this attitude in lower-level staff and volunteer workers.

Ability to identify the needs of patients and/or clients and to gain their confidence and cooperation.

Ability to supervise and instruct lower-level staff workers.

Ability to plan and organize work and to adapt treatment techniques to the emotional, physical, and behavioral needs of patients and/or clients.

Ability to establish and maintain effective working relationships with patients, clients, other members of the treatment team, and public and private agencies.

Ability to communicate effectively, both orally and in writing.

Ability to maintain necessary records and prepare reports.

**Minimum Experience and Training**

Bachelor's degree in the social human science field and one year of related experience

or

One year of experience in an S-4 position

or

Any equivalent combination of experience and training as approved by the County  
OBH/OMR/DD Program Director

NOTE: Nursing positions requiring BS degree or equivalent and less than two years  
experience will be included in this class.

Registered Nurse plus one year of experience will also be included.

ALLEGHENY PLAN  
GROUP II – SERVICE DELIVERY  
DIRECT SERVICE  
MH/MR/D&A SPECIALIST VI  
FUNCTIONAL DEFINITION

This class encompasses professional level work providing a full range of services directed toward the therapeutic care and rehabilitation of the mentally retarded or disabled.

Incumbents participate in the planning, organization and delivery of cross-disciplinary services, e.g., case work, counseling, specialized treatment, etc., according to individual skills and abilities. Experienced personnel may provide subordinate training while new employees will be subject to variety of supervised training assignments. The work requires dealing with complex situation related to behavior/emotional problems, consultations on treatment methodology and individual treatment. Duties of increasing complexity are assigned to enhance the theoretical knowledge and to develop the practical skills necessary for advanced work in community/facility based MH/MR/D&A programs. The scope of assignments allow increasing latitude in judgment, initiative, supervision and decision-making as knowledge and skills are acquired.

Work is performed under the supervision of higher-level staff and is reviewed through case records, reports and conferences.

Examples of Work Performed, Knowledge, and Abilities

Evaluate behavioral and emotional problems of client/family member.

Performs individual counseling and group psychotherapy under the direction of a professional supervisor.

Initiates and develops client treatment programs through contact with families, colleagues and other agency staff.

Provides supportive services based on psychological/psychiatric diagnosis and recommended treatment.

Collaborates as a member of diagnostic/therapeutic team and, under the direction of a physician or psychiatrist, implements client service(s).

Interprets programs for staff members and works with them to provide efficient/integrated services.

Assumes responsibility for specific areas of service, e.g., client follow-up, groups sessions, protective services, etc.

Selects and applies psychological techniques designed to modify behavior.

Administers, scores and interprets a wide range of projective and objective psychological tests.

Assists higher-level staff or supervisor in a variety of advanced duties such as planning training programs, administering a small community-based program or supervising a client support team.

Learns and applies the principles and methods of administration and supervision and their application to community or facility based programs.

Knowledge of professional casework principles, practices and methodology.

Considerable knowledge of common mental disabilities.

Considerable knowledge of individual and group behavior and the interrelationships between social, economic, psychological and physiological factors.

Considerable knowledge of current mental health problems and available community/clerical resources.

Considerable knowledge of principles and methods of program interpretation and community organization.

Ability to plan and organize the work of others.

Ability to develop and maintain an understanding attitude toward clients, MH/MR/D&A workers, volunteers and other staff.

Ability to exercise judgment in interpreting and implementing programs, policies and procedures.

Ability to coordinate and direct the provision of cross-disciplinary services within the assigned area of responsibility.

Ability to plan, develop, implement and evaluate program effectiveness.

Ability to establish and maintain effective working relationships with clients, staff, public and private agencies.

Ability to communicate effectively, both orally and in writing.

**Minimum Experience and Training**

Master's degree in social human service field with one year or more of practical experience

or

Bachelor's degree in social human science field and three years of related experience

or

Two years experience in an S-5 position

or

Any equivalent combination of experience and training as approved by the County OBH/OMR/DD Program Director

NOTE: Nursing positions requiring MS degree or BS plus two years experience will be included in this class.

ALLEGHENY PLAN  
GROUP II – SERVICE DELIVERY  
DIRECT SERVICE - PSYCHOLOGIST I  
FUNCTIONAL DEFINITION

This is professional work in the field of psychology.

Employees in this class perform independent and specialized work in the clinical, vocational, educational, counseling, or research areas of a psychological services program; assists an administrative superior in promoting and developing psychological services program of limited scope; or assists a higher-level psychologist in the administrative coordination of a specialized segment of a small statewide psychological services program. Supervision may be exercised over technical personnel. Work is performed under the general supervision of a higher-level psychologist or program administrator and is subject to review through consultation and evaluation of program effectiveness.

Examples of Work Performed, Knowledge, and Abilities

Selects and supervises the administration, scoring, and interpretation of a wide range of psychological tests to measure and evaluate intellectual functioning, personality structure, interest, aptitudes, and related psychological factors.

Assists an administrative superior in the development of a psychological services program; assists a higher-level psychologist in the administration of a functional segment of a small statewide psychological services program.

Employs a wide range of diagnostic and therapeutic techniques with a variety of patients, clients, and inmates.

Undertakes individual and group therapeutic procedures of a psychological nature in a multi-disciplinary setting.

Reviews preliminary interpretations of standard psychological tests; prepares comprehensive diagnostic and prognostic opinions.

Supervises and instructs professional, sub-professional, and non-professional personnel in the theories, methods, practices, and techniques employed in a psychological services program.

Assists in the research projects of a psychological services program; may assume responsibility for planning, organizing, and conducting a specific segment of a research project.



Allegheny Plan  
Group II – Service Delivery  
Direct Service  
Psychologist I  
Functional Definition

Thorough knowledge of the principles and methods of psychology involving testing, diagnostic evaluation, and psychotherapy.

Considerable knowledge of the application of psychology to individual and group behavior.

Knowledge of mental illnesses and diseases, their symptoms, treatment, and social implication.

Knowledge of the principles and methods of statistical research and experimental design as applied to the field of psychology.

Ability to promote and develop psychological services program.

Ability to administer, score, and interpret psychological tests.

Ability to interpret and evaluate varied psychological data, prepare reports of findings, and develop recommendations.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with departmental personnel and the general public.

**Minimum Experience and Training**

Doctoral degree in the field of psychology or educational psychology, including a one-year internship or one year of equivalent supervised experience.

Psychologist must be state licensed, and license numbers must be reported on Personnel Data Summary.

ALLEGHENY PLAN  
GROUP II – SERVICE DELIVERY  
SUPERVISION AND/OR ADMINISTRATION  
PSYCHOLOGIST II  
FUNCTIONAL DEFINITION

This is advanced professional and administrative work in the field of psychology.

An employee in this class plans, organizes, and directs an institutional psychological services program of moderate scope; provides administrative coordination for a specialized segment of a moderate-sized statewide psychological services program; provides coordination for a specialized segment of an institutional psychological services program of major scope; or directs a small statewide psychological services program. Supervision may be exercised over professional and technical personnel. Work is performed under the general direction of a higher-level psychologist or program administrator and is subject to review through consultation, written reports, and evaluations of program effectiveness.

Examples of Work Performed, Knowledge, and Abilities

Plans, organizes, and directs a functional segment of an institutional psychological services program; provides administrative coordination for programs of moderate scope and intensity.

Assists in the direction of an institutional psychological services program of major scope through responsibility for a functional segment of a psychological services program.

Supervises and instructs professional, sub-professional, and non-professional personnel in the theories, practices, and techniques employed in a psychological services program.

Coordinates the psychological services program with other disciplines and integrates new policies and procedures in existing programs.

Conducts and participates in diagnostic and evaluative staff meetings to discuss diagnosis, etiology, treatment, and disposition of patients or inmates.

Performs group and individual therapeutic procedures of a psychological nature in a multi-disciplinary setting.

Plans, organizes, and directs a research project of a psychological services program.

Prepares reports on progress of the program and makes recommendations.

Allegheny Plan  
Group II – Service Delivery  
Supervision and/or Administration  
Psychologist II  
Functional Definition

Knowledge of the principles and methods of psychology, including testing, diagnostic evaluations, and psychotherapy.

Knowledge of mental illnesses and diseases, their symptoms, treatment, and social implications.

Knowledge of the principles and methods of psychological research.

Knowledge of current social, economic, and health problems related to personality development.

Knowledge of the principles and methods of administration and supervision.

Ability to develop, plan, organize, implement, and promote a psychological services program.

Ability to interpret and evaluate varied psychological data and develop recommendations.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with departmental and institutional personnel and the general public.

**Minimum Experience and Training**

A doctoral degree in the field of psychology or educational psychology.

Necessary Special Requirement: Possession of a current license to practice psychology as issued by the Pennsylvania State Board of Psychological Examiners.

ALLEGHENY PLAN

P.A.P. Code M-1

GROUP II - SERVICE DELIVERY

DIRECT SERVICE

PSYCHIATRIC PHYSICIAN I

FUNCTIONAL DEFINITION

This is professional medical work in the field of psychiatry.

An employee in this class is responsible for the care and treatment of mentally ill or mentally retarded patients. Duties include full professional responsibility for making the diagnosis, determining treatment methods, and carrying out treatment plans. Work is performed under general direction of higher-level psychiatric physicians and is subject to review for conformance to latest psychiatric principles and techniques through staff conferences, case reports, observation during performances, and evaluation of results.

Examples of Work Performed, Knowledge, and Abilities

Supervises the care and treatment of mentally ill or mentally retarded patients.

Examines patients to determine the presence of mental illness, obtains medical histories, diagnoses illness, and prescribes and carries out the course of treatment.

Makes rounds and checks on the care and progress of treatment of patients.

Administers or directs the administration of treatments such as electrotherapy, insulin, and similar or advanced techniques.

Confers with and advises members of the medical staff and allied hospital personnel, agencies, relatives, and other interested persons on the care, treatment, and prognosis of patients.

Instructs residents, nurses, medical students, and non-professional hospital personnel in the care and treatment of the mentally ill or mentally retarded.

Attends and participates in staff conferences for the discussion of the diagnosis, treatment, parole, or discharge of patients.

Considerable knowledge of the theories, principles, practices, and techniques used in the field of psychiatry.

Knowledge of mental diseases, their symptoms, treatment, and social implications.

Allegheny Plan  
Group II - Service Delivery  
Direct Service  
Psychiatric Physician I  
Functional Definition

P.A.P. Code M-1

Knowledge of the theories, principles, practices, and techniques used in the field of neurology, general medicine, and surgery.

Some knowledge of laboratory methods, equipment, and techniques as they relate to the field of psychiatry.

Ability to examine patients, interpret results of findings, make decisions, and to prescribe or carry out course of treatment.

Ability to gain confidence and cooperation of patients and to establish and maintain effective working relationships with personnel and the general public.

Ability to instruct residents, nurses, allied hospital, or volunteer personnel in latest treatment principles and techniques used in the field of psychiatry.

Ability to follow general instructions and broad departmental policies in carrying out the care and treatment of patients.

**Minimum Experience and Training**

Completion of a three-year residence or training program in psychiatry which meets the certification requirements of the American Board of Psychiatry and Neurology or the American Osteopathic Board of Neurology and Psychiatry.

Necessary Special Requirements: Possession of a license to practice medicine in the Commonwealth of Pennsylvania as issued by the State Board of Medical Education and Licensure or the State Board of Osteopathic Examiners.

ALLEGHENY PLAN  
GROUP II - SERVICE DELIVERY  
DIRECT SERVICE  
PHYSICIAN I  
FUNCTIONAL DEFINITION

This is professional medical work in the general care and treatment of the physically ill.

An employee in this class renders non-specialized professional medical care and treatment to patients in clinics and field and central offices. While an employee in this class occasionally works with specialized clientele such as children or with patients having a specific type of disease, the professional difficulty and responsibility of the work is that of a general practitioner, and emphasis of the work is primarily on the treatment of the patient as a whole. An employee in this class exercises independent medical judgment in the diagnosis of diseases and the care and treatment of patients; however, supervisors are usually available for consultation and advice. Supervision is received through observation of work performed, consultations, staff meetings, and review of reports by physicians of higher grade and department heads.

Examples of Work Performed, Knowledge, and Abilities

Gives physical examinations; makes ward rounds; obtains medical histories; diagnoses causes of illness and injury; prescribes and administers treatment; immunizes and vaccinates patients against communicable disease; uses laboratory, x-rays, fluoroscopes, and other tests and techniques as aids in diagnosing and confirming the presence of disease; confers with consulting physicians, nurses, patients, and relatives on treatment and care of patients; recommends referral of patients to medical specialists; keeps records and prepares reports concerning the work.

Administers medical treatments and examination services as assigned.

Attends staff meetings; teaches and supervises nurses.

Considerable knowledge of the principles and practices of general medicine and surgery including the diagnosis and treatment of a variety of diseases and injuries.

Knowledge of the current developments in the field of general medicine and surgery.

Knowledge of the principles and practices of preventive medicine.

Some knowledge of medical jurisprudence.

Ability to examine patients, diagnose disease, and to prescribe and administer necessary treatment.

Ability to interpret and use results of x-rays, fluoroscopes, and laboratory tests to confirm clinical findings and aid in the diagnosis of disease.

Ability to gain the confidence and cooperation of patients and to establish effective working relationships with other employees and the public.

**Minimum Experience and Training**

Graduation with a degree of doctor of medicine or osteopathy from a medical school approved or recognized by the State Board of Medical Education or the State Board of Osteopathic Examiners

or

Possession of Standard Certificates as issued by the Educational Council for Foreign Medical Graduates

and

Completion of an internship in a school or institution approved or recognized by the State Board of Medical Education and Licensure or the State Board of Osteopathic Examiners.

Necessary Special Requirement: Possession of a license to practice medicine in the Commonwealth of Pennsylvania as issued by the State Board of Medical Education and Licensure or the State Board of Osteopathic Examiners.

GROUP II - SERVICE DELIVERY

DIRECT SERVICE

PSYCHIATRIC PHYSICIAN II

FUNCTIONAL DEFINITION

This is professional medical work or may be of a supervisory and administrative nature in the field of psychiatry.

An employee in this class is responsible for a major segment of the psychiatry program in a MH/MR/D&A program for mentally ill or mentally retarded such as inpatient, outpatient, admission, or research services or the care and treatment of the entire male, female, or geriatric patient population or the operations of a diagnostic and evaluation center. Duties may include the supervision of a professional and non-professional staff. Work is performed under general direction of a higher-level psychiatric physician and is reviewed for conformance to broad departmental MH/MR/D&A policies and established procedures through conferences, reports, and evaluation of results.

Examples of Work Performed, Knowledge, and Abilities

May supervise a major segment of a MH/MR/D&A psychiatric program such as inpatient, outpatient, admission, or research services or the care and treatment of the entire male, female, or geriatric patient population or the operations of a diagnostic and evaluation center or services as the director of medical and non-medical functions of a MH/MR/D&A center.

Makes ward rounds and periodic inspections to check on the care and treatment of patients and to discuss, observe, and advise on the treatment in unusual or difficult cases.

Confers with and advises members of the medical staff and allied MH/MR/D&A personnel, agencies, relatives, and other interested persons on the care, treatment, and prognosis of patients.

Conducts or participates in staff conferences for the discussion of the diagnosis, treatment, parole, or discharge of patients.

Instructs psychiatric physicians, residents, nurses, medical students, and non-professional personnel in the care and treatment of the mentally ill or mentally retarded.

Administers or directs the administration of treatments such as electrotherapy, insulin, and similar or advanced techniques.

Reviews laboratory reports of patients' tests such as reading of electroencephalographs, electrocardiographs, basal metabolic tests, x-rays, and others.



Allegheny Plan  
Group II - Service Delivery  
Direct Service - Psychiatric Physician II  
Functional Definition

P.A.P. Code MS-1A

Assists in formulating institutional policies and interprets procedures in regards to care and treatment of patients.

Acts as consultant in unusual and difficult psychiatric cases and advises professional staff on a variety of medical problems.

Prepares periodic progress reports in reference to the major segment of the psychiatric program of the MH/MR/D&A program for the mentally ill or the school for the mentally retarded.

Thorough knowledge of the theories, principles, practices, and techniques used in the field of psychiatry.

Considerable knowledge of mental diseases, their symptoms, treatment, and social implications.

Considerable knowledge of theories, principles, practices, and techniques used in the fields of neurology, general medicine, and surgery.

Considerable knowledge of MH/MR/D&A program administration, which includes auxiliary services such as nursing, therapeutic, social/recreational, dietary, laundry, and housekeeping.

Knowledge of laboratory methods, equipment, and techniques as they relate to the field of psychiatry.

Ability to examine patients, interpret results of findings, make decisions, and to prescribe or carry out course of treatment.

Ability to gain confidence and cooperation of patients and to establish and maintain effective working relationships with various MH/MR/D&A personnel and the general public.

Ability to instruct physicians; residents; nurses; or volunteer personnel in latest treatment, principles, and techniques used in the field of psychiatry.

Ability to follow general instructions, broad departmental or institutional policies, or legislative regulations in carrying out the care and treatment function.

Ability to provide leadership for the staff and to carry out the administration of a major segment of the MH/MR/D&A psychiatric program.

Allegheny Plan  
Group II - Service Delivery  
Direct Service  
Psychiatric Physician II  
Functional Definition

P.A.P. Code MS-1A

**Minimum Experience and Training**

Three years of clinical experience in the care and treatment of mentally ill or mentally retarded patients, including two years in an administrative or supervisory capacity

and

Completion of a three-year residency or training program which meets the certification requirements of the American Board of Psychiatry and Neurology or the American Osteopathic Board of Neurology and Psychiatry

or

Any equivalent combination of experience and training.

Necessary Special Requirement: Possession of a license to practice medicine in the Commonwealth of Pennsylvania as issued by the State Board of Medical Education and Licensure or the State Board of Osteopathic Examiners.

GROUP II - SERVICE DELIVERY

DIRECT SERVICE

CHILD PSYCHIATRIC PHYSICIAN I

FUNCTIONAL DEFINITION

This is professional medical work in the field of child psychiatry.

An employee in this class is responsible for the care and treatment of mentally ill children in the MH/MR/D&A program. Duties include responsibility for the diagnosis, determination of treatment methods, and carrying out treatment plans. Work is performed under general direction subject to review by higher-level child psychiatric physicians for conformance to latest medical principles and techniques through staff conferences, case reports, observation during performance, and evaluation of results.

Examples of Work Performed, Knowledge, and Abilities

Supervises the care and treatment of mentally ill children in the MH/MR/D&A program.

Examines patients to determine the presence of mental illness, obtains medical histories, diagnoses illness, and prescribes and carries out the course of treatment.

Makes ward rounds and checks on the care and progress of treatment of patients.

Administers or directs the administration of treatment such as electrotherapy, insulin, and similar or advanced techniques.

Confers with and advises members of the medical staff and MH/MR/D&A program personnel, agencies, relatives, and other interested persons on the care, treatment, and prognosis of patients.

Instructs residents, nurses, medical students, and non-professional MH/MR/D&A personnel in the care and treatment of mentally ill children.

Attends and participates in staff conferences for the discussion of diagnosis, treatment, parole, or discharge of patients.

Participates in research projects in the field of child psychiatry.

Considerable knowledge of the theories, principles, practices, and techniques used in the field of child and adult psychiatry.

Allegheny Plan  
Group II - Service Delivery  
Direct Service  
Child Psychiatric Physician I  
Functional Definition

P.A.P. Code CM-1

Considerable knowledge of mental diseases, their symptom, treatment, and social implications.

Considerable knowledge of the principles, practices, theories, and techniques of child development and adjustment.

Knowledge of the theories, principles, practices, and techniques used in the fields of neurology, general medicine, and surgery.

Some knowledge of laboratory methods, equipment, and techniques as they relate to the field of child psychiatry.

Some knowledge of research methods and statistical analysis.

Ability to examine patients, interpret results of findings, make decisions, and to prescribe or carry out course of treatment.

Ability to gain the confidence and cooperation of patients and to establish and maintain effective working relationships with various MH/MR/D&A program personnel and the general public.

Ability to communicate with children and to instill and maintain a cooperative attitude throughout the care and treatment function.

Ability to instruct physicians; residents; nurses; allied MH/MR/D&A or volunteer personnel in latest treatment, principles, and techniques used in the field of child psychiatry.

Ability to follow general instructions, broad policies, or legislative regulations in carrying out the care and treatment function.

**Minimum Experience and Training**

Completion of a two-year residency or training program in general psychiatry and completion of a two-year residency or training program in child psychiatry which meets the certification requirements of the American Board of Psychiatry and Neurology or the American Osteopathic Board of Neurology and Psychiatry.

Necessary Special Requirement: Possession of a license to practice medicine in the Commonwealth of Pennsylvania as issued by the State Board of Medical Education and Licensure or the State Board of Osteopathic Examiners.

ALLEGHENY PLAN                      P.A.P. Code CMS-1A  
GROUP II – SERVICE DELIVERY  
DIRECT SERVICE  
CHILD PSYCHIATRIC PHYSICIAN II  
FUNCTIONAL DEFINITION

This is professional medical work or may be of a supervisory and administrative nature in the field of child psychiatry.

An employee in this class is responsible for a major segment of the medical program such as inpatient, outpatient, or research services or the care and treatment of the entire male or female patient population in a MH/MR/D&A agency where there is specialization in the field of child psychiatry. Duties include the supervision of a professional and non-professional staff. Work is performed under general direction of a higher-level child psychiatric physician or MH/MR/D&A administrator and is subject to review for conformance to latest medical principles and techniques through staff conference, reports, observation during performance, and evaluation of results.

Examples of Work Performed, Knowledge, and Abilities

Supervises a major segment of the MH/MR/D&A program such as inpatient, outpatient, or research services or the care and treatment of the entire male or female patient population, where there is specialization in the field of child psychiatry.

Makes ward rounds and periodic inspections to check on the care and treatment of patients and to discuss and observe the treatment in unusual or difficult cases.

Confers with and advises members of the medical staff and MH/MR/D&A personnel; agencies; relatives; and other interested persons on the care, treatment, and prognosis of patients.

Conducts or participates in staff conferences for the discussion of diagnosis, treatment, parole, or discharge of patients.

Instructs psychiatric physicians, residents, nurses, medical students, and non-professional personnel in the care and treatment of mentally ill children.

Administers or directs the administration of treatments such as electrotherapy, insulin, and similar or advanced techniques.

Reviews laboratory reports of patients' tests such as readings of electroencephalographs, electrocardiographs, basal metabolic tests, x-rays, and others.

Conducts or participates in research projects in the field of child psychiatry.

Allegheny Plan  
Group II - Service Delivery  
Direct Service  
Child Psychiatric Physician II  
Functional Definition

Thorough knowledge of the theories, principles, practices, and techniques used in the field of child psychiatry.

Thorough knowledge of the principles, practices, theories, and techniques of child development and adjustment.

Considerable knowledge of mental diseases, their symptoms, treatment, and social implications.

Knowledge of the theories, principles, practices, and techniques used in the field of neurology, general medicine, and surgery.

Knowledge of laboratory methods, equipment, and techniques as they relate to the field of child psychiatry.

Some knowledge of MH/MR/D&A administration which includes auxiliary services such as nursing, therapeutic, social/recreational, dietary, laundry, and housekeeping.

Some knowledge of research methods and statistical analysis.

Ability to examine patients, interpret results of findings, make decisions, and prescribe or carry out course of treatment.

Ability to communicate with children and to instill and maintain a cooperative attitude throughout the care and treatment function.

Ability to gain confidence and cooperation of patients and to establish and maintain effective working relationships with various MH/MR/D&A personnel and the general public.

Ability to instruct physicians, residents, nurses, or volunteer personnel in latest treatment principles and techniques used in the field of child psychiatry.

Ability to follow general instructions, broad policies, or legislative regulations in carrying out the care and treatment functions.

Ability to supervise the work of professional and non-professional personnel and to coordinate child psychiatric services with other related services.

Allegheny Plan  
Group II - Service Delivery  
Direct Service  
Child Psychiatric Physician II  
Functional Definition

**Minimum Experience and Training**

Two years of experience in child psychiatry

and

Completion of a two-year residency or training program in general psychiatry and completion of a two-year residency or training program in child psychiatry which meets the certification requirements of the American Board of Psychiatry and Neurology or the American Osteopathic Board of Neurology and Psychiatry.

Necessary Special Requirements: Possession of a license to practice medicine in the Commonwealth of Pennsylvania as issued by the State Board of Medical Education and Licensure or the State Board of Osteopathic Examiners.

ALLEGHENY PLAN  
GROUP III SUPPORT  
ADMINISTRATIVE ASSISTANT  
FUNCTIONAL DEFINITION

This class involves work performed relative to:

1. A variety of administrative assignments in support of business or treatment applications including special projects;
2. Full performance of technical administrative work as an assistant to the executive director.

Employees of positions in this class report to the executive director or a deputy director of a business or treatment unit.

The primary requirement of this class is the ability of the employee to serve in a variety of administrative capacities which provide support for work accomplishment between the executive director, deputy directors and staff.

Examples of Work Performed

Coordinate staff services such as office management (purchasing, storekeeping, inventorying, duplicating, leasing, property control, security, custodial, etc.), contracts, budgeting, computer services, clerical support services, communication equipment and services, records retirement and other services.

Perform special projects, studies, and special assignments relative to staff organization and procedures compiling and correlating data and reporting findings to project originator.

Serves as an assistant to the executive director performing, in addition to any of the above assignments, a variety of administrative and/or technical functions relative to the director's work.

Supervision over others: May supervise one or more clerical staff in performance of the above.



Knowledge, Skills and Abilities

Knowledge of the principles and practices of the system, modern office management methods.

Ability to analyze policies and operating procedures.

Ability to act independently and expeditiously on administrative matters.

Ability to use discretion, judgment and initiative in the decision making process.

Minimum Experience and Training

Bachelor's degree in business or public administration and two years of experience in personnel, finance, business or human resource applications;

or

Any equivalent combination of experience and training of the above requirements as approved by the county.

ALLEGHENY PLAN  
GROUP III SUPPORT  
HUMAN RESOURCE ASSISTANT  
FUNCTIONAL DEFINITION

This class involves the performance of limited technical and administrative work in the field of human resource (personnel) administration.

Employees of positions in this class may perform work for the agency's executive director, the human resources director, the human resources specialist or a supervisory position.

Examples of Work Performed

Reviews, verifies, prepares, organizes, processes and distributes all internal personnel documents dealing with issues such as recruitment, appointments, vacancies, advertising, placement, classifications and reclassifications, promotions, reimbursements, merits, purchase hire, hours worked, organization charts, job descriptions, transfers, reassignments, payroll, time and attendance, vacation, sick, compensatory time, benefits (hospitalization/insurances) orientation, training, performance evaluations, equal employment opportunity, wage surveys, workmen's compensation, wage and hour, testing, PAP revisions, qualifications, retirements and terminations.

Researches, compiles, consolidates and provides information and data to supervisor(s) for development of personnel policies, procedures and requirements. May develop portions of policies under close supervision and review.

Prepares recruitment and vacancy announcements and job advertisements from job descriptions and previous announcement and advertisements by revising portions or entire announcement or advertisement. Posts vacancies, receives and controls applications relative to closing date, performs preliminary evaluation of employment applications and performs initial interviews by phone and with walk-in applicants providing information regarding vacancy, agency benefits and general program information. Prepares and furnishes a list of candidates with qualifications for supervisors consideration, selection and placement. Completes the appointment process relative to records, postings and entrance on payroll. Notifies unsuccessful candidates.

Controls the internal processing of merits by providing supervisors with due dates, amount of agency money available in a given position and the value of the county Personnel Action Plan schedule of permissible reimbursement for the position.

Allegheny Plan  
Group III Support  
Human Resource Assistant  
Functional Definition

Prepares and submits merit requests in the form of a reimbursement change to the county for approval.

Maintains a file of agency position descriptions for use by supervisors relative to re-writes for appointments, promotions, etc., and for performance evaluations, orientation and training. Assists supervisors in developing portions of job descriptions and reviews job descriptions for relativity submitted with requests by supervisors. Acts as liaison between agencies and county for reconciliation of job description and forms discrepancies.

Compiles statistical data and other market survey information for supervisor regarding locality wages, salaries and benefits. Develops basic correlations and comparisons. Works with supervisor in developing a pay line for comparison with agency's average wage.

Coordinates with fiscal a control and record of time and attendance, payroll rates and vacation sick and compensatory time benefits. Provides employees with policies and procedures and answers questions regarding benefits. Provides information and answers questions regarding hospital, life, accident and other insurances.

Performs the timely distribution of performance evaluation forms to supervisors and controls the due date through timely reminders and reporting on delinquencies.

Prepares and submits to county all paperwork for appointments, promotions, Personnel Action Plan revisions, etc. Answers questions regarding completion of PAP forms. Serves as contact between county and agency on personnel matters.

Knowledge, Skills, and Abilities

Ability to understand the PAP process.

Ability to learn and convey county and agency requirements.

Ability to write clearly.

Ability to express clearly to others.

Ability to organize a variety of work

Allegheny Plan  
Group III Support  
Human Resource Assistant  
Functional Definition

**Minimum Experience and Training**

Associate's degree and six months experience in business, public administration, personnel, finance or human resource matters.

or

Any equivalent combination of experience and training of the above requirements as approved by the county.

ALLEGHENY PLAN  
GROUP III SUPPORT  
HUMAN RESOURCES SPECIALIST  
FUNCTIONAL DEFINITION

This class requires the performance of a variety of personnel assignments for a Mental Health, Mental Retardation and/or a Drug and Alcohol program.

Employees of positions in this class are primarily responsible for providing technical assistance to directors, managers, supervisors and employees regarding personnel and related matters.

Incumbents may report to a director, a senior human resource coordinator or specialist, or a supervisor. Work is evaluated for adequacy of service and technical assistance provided.

Examples of Work Performed

Recruitment: Receives and responds to verbal and written requests initiated by supervisors. Furnishes supervisors with available material on hand, i.e., resumes, applications; posts vacancies on site or submits to media. Interviews and refers walk-ins, screen applications, assists with reference checks; schedules interviews for supervisors; provides orientation following selection regarding work hours, pay, benefits, etc.; establishes record file for new employee.

Pay Administration: Submits all necessary information and records to payroll regarding appointments, promotions, reimbursements, pay changes, benefits and status changes. Prepares and submits all necessary information (P-1, PDS, job description) to the county for reimbursement of program funded positions in accordance with the Personnel Action Plan, updates reimbursements in accordance with PAP revision changes.

Benefits: Provides staff with all pertinent information regarding agency benefits package. Explains the various benefits (vacation, sick leave, hospitalization, dental, life and accident insurance, retirement) to employees. Enrolls, posts changes and terminates benefits consistent with employee status.

Training: May serve on agency training committee providing input regarding needs surveys, courses available, in-service training on most recent personnel changes, cross training in other positions and career opportunities.

Allegheny Plan  
Group III Support  
Human Resources Specialist  
Functional Definition

Equal Employment Opportunity: Disseminates information concerning federal, state and county EEO requirements. May prepare and update agency affirmative action plan. Informs staff of availability of Human Relations Commission in case of employee discrimination complaints. May get involved in agency's grievance procedure.

Legislation: Advises employees regarding federal and state programs, i.e. workmen's compensation, disability, liability and vehicle insurance, Cobra and director and deputy liability. Coordinates compliance with Act 33 requirements, Pennsylvania criminal checks and child abuse screening. Confirms pre employment verification of citizenship consistent with Immigration Act of 1986. Confirms Act 32 and Act 33 clearance when appropriate.

Records Maintenance: Maintains personnel file for all employees. Notifies supervisors of merits and performance evaluations due. Updates employee records regarding training, awards and accomplishments. Maintains confidentiality of employee records.

Supervision Over Others: May supervise one or more clerical staff in performance of the above.

Knowledge, Skills and Abilities

Knowledge of personnel methods and techniques including recruitment, selection, placement, position classification, training and employee relations.

Knowledge of office methods and procedures.

Ability to discuss and analyze circumstances and problems of employees and make recommendations.

Ability to make clear oral presentations.

Ability to interview and evaluate prospective candidate qualifications and potential for a position vacancy.

Ability to establish and maintain effective working relationships with managers, supervisors, employees, the county and general public.

Allegheny Plan  
Group III Support  
Human Resources Specialist  
Functional Definition

**Minimum Experience and Training**

Bachelor's degree in business and public administration and two years of experience in personnel, finance, business or human resource applications.

or

Any equivalent combination of experience and training of the above requirements as approved by the county.

ALLEGHENY PLAN  
GROUP III SUPPORT  
HUMAN RESOURCES DIRECTOR  
FUNCTIONAL DEFINITION

This class requires the application of personnel administration principles, practices and techniques in providing support to a director of a program providing treatment and services for the mentally deficient or if present, in combination with a chemical abuse program.

Representative of this class is the requirement to perform, manage and coordinate functions relative to the development and utilization of human resources within an agency. Supervision of others is not a requirement but may be performed when necessary.

Positions in this class are assigned full personnel administrative responsibility at a Base Service Unit providing treatment and services in a defined catchment area; or a free standing agency providing both mental health and mental retardation treatment and services and where the size and complexity of the agency's program warrants an Area Services Director classification for its Executive Director position. Presence of a drug and alcohol program would also be a consideration.

Work is performed under general supervision subject to review for accomplishment of day to day objectives and for the overall effectiveness of the personnel program and services provided the staff relative to programmatic needs.

Incumbents of positions in this class report directly to the agency director and are delegated staff status commensurate with other deputy directors in the agency. Incumbents of these positions are expected to provide technical advice and assistance to the director on policy matters and personnel administration implementation.

Examples of Work Performed

Prepares or participates in the preparation of policies, procedures and requirements, coordinating efforts and monitoring the final processing of documents relative to: recruitment, vacancy announcements, testing, interviewing, qualifications, referral, selection, placement and orientation, classification, job descriptions, promotions, reimbursements, transfers/reassignments, locality wage surveys and manpower requirements; training and employee development; performance evaluations, equal employment opportunity; insurance and benefit programs (Cobra, Erisa), Unemployment/Workers' Compensation and employee counseling, program organization, separations and exit interviewing, Fair Labor Standards Act) etc.



Serves as the agency's primary recruitment representative with outside sources and as the internal resource for staff; establishes and maintains a rapport with hospitals, agencies, other non-county funded treatment and community centers, educational institutions, private employment sources, the corporate environment, public institutions and government programs; establishes an agency image and presence by attending seminars, job fairs, conferences and meetings; designs announcements for media advertising and prepares vacancy announcements for internal dissemination; arranges for internal job testing or with outside professional sources; interviews and orients and makes referral prior to selection and placement.

Advises supervisors on the feasibility of obtaining PAP classifications, assists supervisors in preparing job descriptions and advises on promotions, transfers and reassignments; initiates locality wage surveys to keep informed of local market conditions; participates in manpower requirements; serves as a member of the training committee to establish career patterns and career development tracks for employees, on-the-job training (OJT) by supervisors and contract training with outside services; provides guidelines to supervisors in preparing performance evaluations; monitors and advises on equal employment opportunity situations; supervises or serves as resource regarding insurance and benefit programs, unemployment/workmens compensation, wage and hour. Counsels and provides exit interviews for terminated employees.

Knowledges, Skills and Abilities:

Application of professional principles, methods and techniques of public and personnel administration.

Interrelationship, sensitivity toward others. Interaction with supervisors and employees.

Basic knowledge of the Countywide Mental Health/Mental Retardation/Drug & Alcohol Program.

Knowledge of the County Personnel Action Plan classification and reimbursement process.

Basic knowledge of applicable Fair Labor Standards Act, Department of Public Welfare, Department of Health and County requirements, and other personnel legislation.

**Minimum Experience and Training**

Master's degree in business, human resource management or public administration and four years of experience in personnel, business or public administration including two years of program administration.

or

Bachelor's degree in business or public administration and six years of experience in personnel, human resource management, business or public administration including two years of program administration.

or

Any equivalent combination of experience and training of the above requirement as approved by the county.

ALLEGHENY PLAN  
GROUP III SUPPORT  
COMPUTER OPERATOR  
FUNCTIONAL DEFINITION

This is technical work performing computer operations for processing data and information for a contract agency.

Supervision is provided by an administrative superior.

Examples of Work Performed

Assemble and review data flow from originating sources for format, completion and accuracy.

Reconcile data problems with staff or originator.

Process data for input through typewriter console.

Operate computer and other equipment by loading initial instruction programs and the input data.

Interpret computer messages and determine proper procedures to correct program halts.

Make changes to format, instructions, procedures consistent with software changes made by others.

Report equipment defects and breakdowns not immediately repairable to the supervisor.

Maintain appropriate files and records.

Provide information and instructions to Information System Analysts and clerks.

Minimum Experience and Training

One year of computer operation experience and an Associate degree with major course work in electronic data processing.

P.A.P. Code CO

or

Two years computer operation experience and high school graduation (or equivalent certification) or formal training. Formal training in electronic data processing may be substituted for experience at the rate of 30 hours for one month to a maximum of twelve months

or

Any equivalent combination of training or experience as approved by the County OBH/OMR/DD Program Director.

ALLEGHENY PLAN  
GROUP III SUPPORT  
INFORMATION SYSTEMS CLERK  
FUNCTIONAL DEFINITION

This is specialized clerical work reviewing and processing computer input and output or information and data.

Supervision is provided by an administrative superior and work is subject to review for accuracy and timeliness.

Examples of Work Performed

Receive and review computer input for format, completeness and appropriate posting.

Batch data and schedule batches for data entry.

Reviews data for accuracy and completeness and routing to the computer operator.

Review computer output for control totals and resolve data errors by checking original output.

Maintain a log of all data processes by computer.

Calculates, extracts data and prepares daily Services Rendered Report by case number. Consolidates data into a unit of Service Report reflecting hours of service provided monthly and for the year.

**Minimum Experience and Training**

High School or equivalency plus one year of experience in the review, analysis and control of computer input data. Appropriate post high school education may be substituted for experience on a year-for-year basis

or

Any equivalent combination of experience and training as approved by the County OBH/OMR/DD Program Director.

ALLEGHENY PLAN  
GROUP III SUPPORT  
INFORMATION SYSTEMS ANALYST  
FUNCTIONAL DEFINITION

This is technical work performed to provide computer programmed information and data for a MH/MR/D&A contract agency and for County and Department of Public Welfare (DPW) requirements.

Positions in this class may function independently; supervise and coordinate the work of others; perform as a staff member reporting to a supervisor.

Examples of Work Performed

Work with designated software in writing structured programs to agency specifications.

Modify and develop software for agency's systems including in-house network, word processing, fiscal accounts, clinical accounts, business applications, County/State mandated forms/reports, i.e. Client Information System (CIS) and Uniform Data Collection System(UDCS).

Analyze flow charts or diagrams to determine program step sequence.

Consult with supervisor or data user as to program intent and output requirements.

Preparation of layouts and block diagrams and reduce work-flow charts for transition into basic machine instruction.

Apply COBOL or other pertinent programming language in developing machine instructions.

Run tests of coded program with actual or sample data. Evaluate own results and make necessary modifications.

Debug, modify and rewrite programs to obtain optimum, desired machine results and adaptability to other programs.

Evaluate and recommend kind and need of software for agency use.

Provide technical guidance to others relative to computer terminals, printers, etc. at agency and peripheral sites.

**Required Minimum Qualifications**

Bachelor's degree in computer or information science plus two years of experience in computer programming/analysis.

or

An Associate's degree in computer or information science plus four years experience in computer/programming analysis.

or

Any equivalent combination of experience and training as approved by the MH/MR/D&A Program Director.

ALLEGHENY PLAN  
GROUP III SUPPORT  
INFORMATION SYSTEMS MANAGER  
FUNCTIONAL DEFINITION

Supervisory and advanced administrative/technical work in planning, directing, coordinating programmed computer information for an MH/MR/D&A contract agency.

Serves a large, heavily staffed, high budgeted, multi or single service contract agency with technical service complexities.

Reports to the Executive Director or his/her designee.

Examples of Work Performed

Planning or implementation of a computer information system for a contract agency.

Review, analysis and evaluation of an agency's information system needs consistent with Department of Public Welfare (DPW)/County reporting requirements.

Interfacing with supervisors and employees of treatment and administrative units for input in designing and/or implementing the system.

Direction or performance of data analysis and system development depicting work flow patterns, production quotas, product desirability, unit capability, achievement, etc.

Development of instructions, forms, procedures and assignment and utilization of technical staff for the preparation of programmed language and machine instructions.

Software selection, purchase development and modification for integration with agency-wide Client Information System (CIS), DPW's Uniform Data Collection System (UDCS), Medical Assistance, Medicare, Third Party and Client Billing.

Overseer of operation of computer(s) PC's mainframe, key punch, other on-line, off-line equipment such as remote terminals, video display screens, printers and micro-computers.

Technical/administrative supervision of assigned staff for the accomplishment of above functions.

Coordinator of equipment purchases and maintenance with manufacturer's representative.



Technical advisor to executive director, managers and supervisors regarding the information system.

Representative of the agency on information and computer matters with the DPW, County, provider, hospitals, etc.

**Minimum Experience and Training**

B. S. degree in computer science or information science plus four years experience in computer programming/analysis, two of which involved supervision of these functions.

or

Bachelor's degree in business, finance or public administration including eighteen credits in computer science plus four years experience in computer programming/analysis two of which involved supervision of these functions.

or

An associate degree in computer or information science plus six years experience in computer/programming/analysis two of which involved supervision of these functions.

or

Any equivalent combination of experience and training as approved by the MH/MR/D&A Program Director.

ALLEGHENY PLAN  
GROUP III – SUPPORT  
BILLING/LIABILITY CLERK  
FUNCTIONAL DEFINITION

Positions in this class comprise moderately complex clerical work associated with minor bookkeeping tasks.

The work involves interviewing clients to determine fiscal liability, provision of billing services and preparation/maintenance of appropriate records. These positions require the performance of a variety of functions that involve independent judgment and the interpretation of policies and procedures. Decisions beyond existing, policy guidelines are referred to an immediate superior. Functional training of subordinated or lateral staff is an inherent responsibility of incumbents in this class. Frequently, the ability to perform data entry and processing tasks is required.

Contact is with clients, staff and third party payors.

Examples of Work Performed

Prepares intake/liability forms during scheduled client evaluations or re-evaluations.

Determines third party liability.

Reviews and/or corrects payment and charge invoices.

Establishes client billing statement.

Posts accounts receivable and chargeable prescription costs. Prepares client billing statement.

Makes payment deposits.

Prepares transportation, ambulance and prescription billings.

Provides bookkeeper with periodic accounts receivable reports.

Assists clients with abatement forms.

Identifies and collects third party revenues.

Determines abated accounts receivable and prepares requests for reimbursement.

Operates various office machines performing above functions.

**Minimum Experience and Training**

One year of business experience related to billing or general office procedures,  
graduation from high school and completion of formal typing course.

or

Any equivalent combination of experience and training as approved by the county.

ALLEGHENY PLAN  
GROUP III – SUPPORT  
BOOKKEEPER  
FUNCTIONAL DEFINITION

This is advanced clerical-accounting work involving the application of bookkeeping principles and practices. Such work requires the recording, reviewing, processing and controlling financial data and records. These tasks involve the examination of financial records and documents for propriety, quality, validity and conformance with established accounting systems. Work is performed within a framework of prescribed procedures and regulations.

Under the supervision of an administrative superior, the incumbent's duties will include posting and abstracting data for financial statements and reports. The work requires the use of standard office equipment (including electronic data processing) and the performance of related clerical tasks.

Examples of Work Performed

Reviews and posts accounting data to ledgers, journals, registers and books.

Compiles data for period financial reports.

Makes routine account adjustments.

Validates and processes claims for payment.

Coordinates patient and third party billing procedures.

Receives remittances and issues receipts.

Assists in reconciliation of bank accounts.

Audits and maintains payroll system including posting changes and reviewing for completeness, system input/output.

Reviews forms, records, correspondence, audit and investigative reports to effect compliance with prescribed rules and regulations.

Assists with tax statement preparation.

**Minimum Experience and Training**

Three years of experience in the maintenance of fiscal records, including one year of responsible work involving the application of accounting or fiscal principles and practices and graduation from high school.

or

One year of experience in maintaining and reviewing fiscal records and an associate degree in accounting or business administration.

or

Any equivalent combination of experience and training as approved by the county.

ALLEGHENY PLAN  
GROUP III – SUPPORT  
ACCOUNTANT I  
FUNCTIONAL DEFINITION

This is professional accounting work requiring the application of professional accounting/bookkeeping principles and practices in a contract agency. Positions in this class may include supervision of an accounting/bookkeeping and/or a billing/liability function.

Within the framework of either of the denoted functions, the incumbent will be responsible for coordinating, reviewing, recording, processing and maintaining agency financial records and documents. Additionally, there will be a requirement to assist higher-level staff in planning and development of internal procedures to control receivables, budgets and cash flow. Work will also involve direct third party payor contact. Supervision of this position will be exercised through review and evaluation by a professional accountant. Positions in this class may also direct fiscal activities for a small staff, limited budget provider.

Examples of Work Performed

Coordinates payroll-related functions.

Responsible for the maintenance of accounts receivable/payable ledgers.

Posts and supervises posting to general ledger from subsidiary accounts and takes trial balances.

Coordinates and prepares journal input data for automatic data processing.

Responsible for invoice preparation and reports to funding sources.

Coordinates client liability determinations.

Performs abatement process tasks including general ledger write-offs.

Controls activities related to insurance claims, payments and subsequent client account adjustments.

Responsible for insurance coverage and negotiations.

Coordinates preparation of client-related receivable analysis.

Performs purchasing and material requisition functions.

Directs activities of cashiers, billing/liability clerks and bookkeepers.

Assists in staff recruitment.

**Minimum Experience and Training**

A Bachelor's degree in business administration or accounting, including fifteen credits in accounting.

or

Two years of professional accounting experience and an associate's degree in business administration or accounting, including fifteen credits in accounting.

or

Any equivalent combination of experience and training, including fifteen credits in accounting.

ALLEGHENY PLAN  
GROUP III – SUPPORT  
ACCOUNTANT II  
FUNCTIONAL DEFINITION

This is advanced professional accounting work in the preparation, maintenance and analysis of financial records and reports on a double entry, accrual basis consisting of finance/cost accounting principles. The work requires the application of prescribed accounting principals to the fiscal transactions of a MH/MR/D&A contract agency and may necessitate the supervision and training of subordinate staff. The functional level of this position is such that the incumbent reports to an Executive Director or the agency's Fiscal Director.

The duties inherent in positions of this class cover a wide range of accounting work. Generally, such work includes the preparation of financial analysis, trend forecasts, periodic statements/reports, and associated documentation necessary to control and account for agency funds. These duties require direct responsibility for the preparation and control of budgets, accounts payable/receivable, purchasing, payroll and computer processing when applicable.

Examples of Work Performed

Directs staff activities in the preparation and maintenance of budgets, accounting records, financial statements and related reports.

Directs and participates in internal audits.

Controls cash flow.

Prepares recommendations for improving accounting operations.

Performs accounting operations involving multiple programs and/or funding sources.

Directs monthly preparation of trial balances.

Reviews and reconciles bank and other financial statements and accounts.

Prepares and analyzes agency fiscal reports and budgeting projections.

Prepares cost estimates, amortization projections, cost/benefits and feasibility studies related to facility/equipment acquisitions.



Supervises distribution of direct and indirect costs to appropriate cost centers.

Maintains fixed asset ledger.

Responsible for billing operations and voucher adjustments.

Establishes procedures for inventory control.

**Minimum Experience and Training**

Two years as an Accountant I

or

Three years of professional accounting experience and graduation from a four year college or university that included fifteen credits in accounting.

or

Five years of professional accounting and/or budgetary experience and an associate degree in accounting or business administration, including or supplemented by fifteen credits in accounting.

or

Any equivalent combination of experience and training which includes fifteen college credits in accounting.

ALLEGHENY PLAN  
GROUP III – SUPPORT  
CONTROLLER  
FUNCTIONAL DEFINITION

Chief Financial Officer for a contract agency.

Programmatic features comprised of multiple cost centers or large single service program(s).

Agency staff of catchment area proportion comprised of professional, technical, administrative/clerical positions.

Accounting system double entry accrual.

Reports to Executive Director.

Examples of Work Performed

Manager of agency's accounts, budget, cash flow, taxes.

Overseer of investments, contracts, insurances, rents, leases.

Control of ledgers, billings, disbursements, audits, balances, statements and reports for payroll, supplies, equipment, and services.

Establishment of billing system relative to patient liability and third party payers.

Originator of fiscal guidelines and policies to supplement DPW and County guidelines.

Principal initiator of decisions, commitments and recommendations on fiscal matters.

Principal interpreter for agency of fiscal legislations, policies and regulations.

Technical advisor to directors, managers, supervisors, fiscal and information systems personnel.

Supervision of professional, technical and administrative staff.

Representative of agency with Federal, State, County representatives on fiscal matters.

Fiscal representative of agency at conferences, meetings and seminars.

**Minimum Experience and Training**

One year as an Accountant II

or

Five years professional accounting experience and a B.A. or B.S. degree including fifteen accounting credits.

or

Seven years of professional accounting experience and an associate degree in accounting or business administration including fifteen accounting credits.

or

A combination of equivalent experience and training including fifteen credits in accounting.

ALLEGHENY PLAN

P.A.P. Code MRA

GROUP III – SUPPORT

MEDICAL RECORDS ASSISTANT

FUNCTIONAL DEFINITION

This is limited technical work involving preparation, classification, and security of medical documents. The work also requires a high degree of proficiency and accuracy in the preparation of reports, abstracts, summaries, and in data compilation.

Under the supervision of an administrative superior, an employee assists in the maintenance of medical records in accordance with JCAH (Joint Committee on Accreditation of Hospitals)-approved standards and procedures. Additionally, incumbent will be responsible for completeness, filing, confidentiality, and release of medical records to authorized personnel. Provision of typing and/or stenographic services is required, particularly, when a knowledge of medical terminology is necessary.

Examples of Work Performed, Knowledge, and Abilities

Reviews medical records for completeness and accuracy; returns unsatisfactory records to responsible physician or therapist.

Assists in coding, indexing, and cross-indexing records in accordance with standard nomenclature and classification system.

Files, withdraws, and issues records to authorized staff and/or non-agency personnel (with supervisor's approval).

Composes and types routine medical information requests from hospitals or agencies.

Develops policy and procedures in conjunction with supervisor.

Compiles and types patient data reports.

Processes intake and referral forms.

Maintains security of medical records and files.

Knowledge of medical technology and JCAH record-keeping methods and techniques.

Skill in typing and in taking and transcribing dictation.

Ability to maintain complex medical files and cross-indexes.

Ability to summarize medical reports.

Allegheny Plan  
Group III – Support  
Medical Records Assistant  
Functional Definition

**Minimum Experience and Training**

Three years' clerical experience in hospital or agency medical records department which has included six months' on-the-job training by a registered Medical Records Administrator and such training gained through graduation from high school, business school, or medical secretary school and supplemented by courses in typing, stenography, and business practices

or

Any equivalent combination of experience and training as approved by the county.

(See following State Civil Service Center Definition)

MEDICAL RECORDS ASSISTANT

Definition:

This is specialized clerical work in the preparation, classification, and abstracting of medical records.

Employees in this class assist in the maintenance of a medical records department by preparing and typing medical reports, abstracts, and summaries, and processing medical records to insure their accuracy and completeness. Work includes the coding of physicians' diagnoses using standardized codes such as the International Classification of Disease. Work requires a high degree of accuracy and proficiency within the framework of standard methods and procedures. Work is performed under supervision of a Medical Records Technician or a Registered Medical Records Administrator.

Examples of Work:

Reviews medical records for completeness and accuracy and refers incomplete or inaccurate reports to attending physicians for corrections.

Codes, indexes, and cross-indexes diseases, operations, and special therapies, according to standard nomenclature and classification systems.

Files, withdraws, and issues charts and reports to authorized personnel.

Composes and types routine requests for medical information from other hospitals or agencies.

Prepares detailed and summarized case reports.

Assembles data on patients admitted to the hospital and prepares detailed statistical reports.

Transcribes dictated, recorded, or written medical material.

Prepares daily hospital census and discharge analysis.

Collects information on reportable diseases and notifies proper authorities.

Records social data on birth and death certificates.

Required Knowledges, Skills, and Abilities:

Knowledge of the medical terminology required for proper classification, maintenance, and custody of medical records.

Knowledge of medical record-keeping methods and techniques as require by various accrediting agencies such as the Joint Commission on Accreditation of Hospitals and Medicare.

Skill in transcribing oral dictation and in typing accurately from rough draft or plain copy.

Ability to maintain complex medical files and cross-indexes.

Ability to summarize complex medical reports.

Minimum Experience and Training: One year of clerical experience in a medical records department of a hospital or medical school which has included six months of on-the-job training by a registered medical records administrator; and graduation from a standard high school, business school, or medical secretarial school.

or

Any equivalent combination of experience and training.

ALLEGHENY PLAN  
GROUP III - SUPPORT  
MEDICAL RECORDS TECHNICIAN  
FUNCTIONAL DEFINITION

This is technical/supervisory work in the operation of a service provider's medical record unit. The work includes the organization; classifications; and filing of client case histories, record reviews for accuracy and completeness, and supervision of clerical staff engaged in routine medical records maintenance functions.

Employee, under the direction of an administrative superior, maintains medical records in accordance with standards and procedures approved by Joint Committee on Accreditation of Hospitals (JCAH) and is frequently required to assist in standardization reviews. Additionally, the employee prepares client-oriented statistical reports and cooperates with health professionals in medical research projects.

Examples of Work Performed, Knowledge, and Abilities

Reviews medical reports/records for accuracy and completeness; refers inadequate documents to responsible physician and/or therapist.

Codes, indexes, and cross-indexes records in accordance with standard systems.

Compiles and assembles medical records.

Supervises and participates in filing, withdrawing, and issuing records.

Supervises release of records/information to authorized staff and/or non-agency representatives with legitimate interests.

Prepares or supervises preparation of periodic statistical reports.

Presents or assists in presentation of court subpoenaed medical records.

Trains subordinates in indexing and filing methods, preparation and classification of medical information, and medical terminology.

Supervises or assists in supervising clerical staff.

Performs other related work as required.

Maintains security medical records.

Considerable knowledge of medical record-keeping principles and practices.

Allegheny Plan  
Group III - Support  
Medical Records Technician  
Functional Definition

Considerable knowledge of medical terminology.

Knowledge of medico-legal aspects of maintenance and release of medical records information.

Ability to perform semi-skilled typing accurately.

Ability to organize and perform the technical work of a medical records unit.

Ability to supervise routine clerical work of subordinates.

**Minimum Experience and Training**

Graduation (AA/AS degree) from approved medical technician school and accreditation as a Medical Records Technician (MRT) by the American Medical Records Association

or

Equivalent experience and training combined with the above-noted accreditation.

Condition of Employment: Recent graduates of an approved MRT school who are eligible to take the accreditation examination may be accepted provided that accreditation occurs within twelve months following employment.



ALLEGHENY PLAN  
GROUP III - SUPPORT  
MEDICAL RECORDS ADMINISTRATOR  
FUNCTIONAL DEFINITION

This is administrative work directing the daily operations of a service provider's medical records unit. The work involved management of a health information system consistent with established medical, ethical, and legal requirements.

Under the direction of an administrative superior, the employee is responsible for planning, developing, and implementing a medical records system that meets accrediting and regulatory standards; e.g., Joint Committee on Accreditation of Hospitals (JCAH). Responsibilities also include the supervision of a clerical/technical staff engaged in the classification, control, and maintenance of a large volume of medical/social case histories. Additionally, continuous records and systems reviews are required to assure accuracy and compliance with established policies and procedures.

Examples of Work Performed, Knowledge, and Abilities

Reviews and maintains complete and accurate medical records. Conducts continuous reviews of policies and procedures pertaining to medical records to assure compliance with JCAH standards.

Codes therapies according to standard nomenclature and classification system.

Supervises and participates in filing, withdrawing, and issuing release of records to authorized personnel.

Indexes and cross-indexes medical information.

Prepares medical information abstracts and statistics.

Presents medical records in court cases when records have been subpoenaed.

Instructs employees in indexing and filing, preparation and arrangement of medical information, medical terminology/nomenclature, and classification and use of medical records.

Participates as a member of service provider's utilization review committee.

Performs related work as required.

Thorough knowledge of medical record-keeping principles and practices including standard nomenclature and classification.

Allegheny Plan  
Group III - Support  
Medical Records Administrator  
Functional Definition

Considerable knowledge of medical terminology and custody of medical case records.

Knowledge of statistical principles and techniques applicable to medical records work.

Considerable knowledge of medico-legal requirements affecting maintenance and release of medical records information.

Ability to plan, assign, instruct, and supervise both specialized and the routine work of subordinates.

Ability to perform complex analysts, coding, indexing, and filing work.

**Minimum Experience and Training**

Registration as a Medical Records Administrator with the American Medical Records Association.

Condition of Employment: Recent graduates of an approved MRA school who are eligible to take the examination for registration may be accepted provided that registration occurs within twelve months following employment.

Allegheny Plan  
Group III - Support  
Clerical Assistant  
Functional Definition

This is a full performance clerical, typing and stenographic work which may involve complex work, and/or skilled typing tasks, and/or skilled stenographic tasks. Work may include related secretarial duties and the operation of standard office equipment.

Employees in this category have shared responsibility for completion of assigned clerical tasks. Work is under the supervision of a clerical, professional or administrative superior and in accordance with instructions and established routines. Work is stable in nature. Contact is with patients, their families, visitors, and staff or other mental health and welfare agencies involving the use of tact and initiative to obtain and relay information.

NOTE: For specific job classifications and minimum experience and training, see following pages:

ALLEGHENY PLAN  
GROUP III - SUPPORT  
CLERICAL ASSISTANT  
CLERICAL TRAINEE  
FUNCTIONAL DEFINITION

P.A.P. Code SU-1

This is training-level clerical work.

An employee in this class performs routine clerical duties while participating in classroom and on-the-job training sessions in typing, shorthand, or other clerical services. Duties may include learning to operate standard office equipment such as electric typewriters, dictating machines, or calculating machines. Work may involve attendance at formal training classes or participation in individual training sessions to learn the particular skills needed to perform adequately on the job. Supervision is received from a clerical supervisor who provides office orientation and general training. Work and training projects are reviewed in accordance with the training being provided and outlined training standards.

Examples of Work Performed, Knowledge, and Abilities

Attends formal training classes to learn skills in typing, shorthand, calculating, or data entry.

Stamps, sorts, and files correspondence and other documents.

Learns to take telephone messages and operate a small telephone switchboard.

Substitutes or serves as a desk clerk or receptionist in an office or institution.

Opens and sorts mail; maintains files of bulletins and documents.

Ability to acquire knowledge of good English usage and grammar.

Ability to acquire typing and shorthand skills.

Ability to understand and follow oral and written instructions.

Ability to establish and maintain effective working relationships with other employees and the general public.

**Minimum Experience and Training**

No previous experience and training required.

ALLEGHENY PLAN  
GROUP III - SUPPORT  
CLERICAL ASSISTANT  
CLERK I  
FUNCTIONAL DEFINITION

This is routine clerical work involving the processing of documents in a variety of functions.

An employee in this class performs within a structured work setting which is characterized by standardized duties that follow well-established methods and procedures. Duties involve a small portion of a work process or a single office activity which is production or control oriented. Duties are characterized by well-established operating procedures and one-step arithmetic processes. Work includes duties that are confined to a process or activity and require very little adaptability to shifts in work schedule. Work is initially reviewed closely, and close supervision is received when new work processes or procedures are introduced; however, employees are expected to perform with limited guidance after the work process is learned and on regular assignments.

Examples of Work Performed, Knowledge, and Abilities

Files and retrieves materials by systematically sorting and storing documents alphabetically, numerically, chronologically, or using similar filing methods.

Logs or records the amount, type, disposition, and number of incoming or outgoing mail, forms, documents, phone calls, etc.

Opens and sorts mail into designated categories placing it into labeled boxes or receptacles for the organizational segment or address.

Wraps, packages, seals, and ties mail into bundles and places mail bundles into bags to be delivered to designated locations.

Weighs mail to determine the proper amount of postage needed and ensures that mail is properly labeled and legible.

Operates office and mail processing machines such as the typewriter, transcriber, adding machine, sorter, photocopier, telecopier, postage meter, addressograph, stamping machine, envelope stuffing machine, and labeling machine under conditions of work which do not require any prior familiarity in use.

Prepares labels to identify the contents of packages, file folders, mail, booklets, etc.

Folds letters, documents, or circulars and stuffs into envelopes. Codes documents, forms, records, etc., for identification, reference, and filing.

Allegheny Plan  
Group III - Support  
Clerical Assistant  
Clerk I  
Functional Definition

Folds letters, documents, or circulars and stuffs into envelopes. Codes documents, forms, records, etc., for identification, reference, and filing.

Receives applications, documents, forms, and fees directly from the public and screens, sorts, and assembles for further processing.

Proofreads typed documents to ensure typographical accuracy.

Performs receptionist duties by greeting visitors, directing individuals to proper office locations, taking information, and screening and routing telephone calls.

Transfers information onto forms, form letters, cards, envelopes, labels, charts, and transmittals.

Knowledge of the English alphabet, Arabic numbering system, and chronological sequences by day, month, and year.

Ability to perform within prescribed office procedures, maintain harmonious working relationships, and function according to standard work practices and conducts.

Ability to read simple sentences and phrases written in the English language.

Ability to understand and follow detailed oral and written instructions.

Ability to sort or group materials into different categories based on sameness, omission, uniformity, or other conditions.

Ability to keep categorical log records on such information as the amount, type, or disposition of materials or individuals.

Ability to file and retrieve materials by matching the item category with the appropriate file heading.

Ability to transfer information accurately from one source to another.

Ability to proofread the straight transfer of information for accuracy and to correct copying errors.

Ability to perform basic arithmetic calculations such as the adding and subtracting of whole number and decimals and multiplying and dividing by one digit whole number and decimal multipliers and divisors.

Allegheny Plan  
Group III - Support  
Clerical Assistance  
Clerk I  
Functional Definition

Ability to use code reference sheets in assigning numbers, letters, or symbols to corresponding items for direct cross reference.

Ability to learn the operation of office and mail processing machines such as the typewriter, adding machine, photocopier, postage meter, and addressograph.

Sufficient physical dexterity to allow performance of clerical work such as filing, sorting papers, and opening mail.

**Minimum Experience and Training**

Possession of the required knowledges and abilities.

ALLEGHENY PLAN  
GROUP III - SUPPORT  
CLERICAL ASSISTANT  
CLERK II  
FUNCTIONAL DEFINITION

This is moderately complex clerical work involving the processing of documents in a variety of functions.

An employee in this class performs a variety of document-processing activities including the verification of information, arithmetic calculations, coding, and assisting the public in completing forms. Duties involve the responsibility for a significant aspect of a work process and involve single office activity which is production or control oriented, or other multiple activities which are comparable in scope and complexity. Work may involve providing training and guidance to new employees and fulfilling a lead worker function for routine clerical operations. Work is subject to periodic changes in operating procedures and requires some adaptability to shifts in work schedule. Employees work with considerable independence within standard operating procedure; however, detailed supervisory guidance and review is received for new or unusual situations and changes in operating procedures and policies.

Examples of Work Performed, Knowledge, and Abilities

Maintains alphabetic, numerical, chronological, and similar files by inserting and/or retrieving documents, preparing new file folders, preparing index cards, cross-indexing, and posting and updating file contents.

Establishes, reorganizes, or combines filing system when new files are to be set up or old files revised due to inadequacies of the old systems, shifts in the priority of documents, additional storage requirements, etc.

Searches file contents to retrieve hard-to-locate documents, forms, records, etc., when the document cannot be located using the normal method of file organization and must be examined for probable locations based on secondary indexing procedures.

Functions as a lead worker by distributing and interpreting work assignments, providing assistance, conducting on-the-job training, and reviewing the work of the unit for adherence to processing standards.

Maintains control documents such as records and logs by writing or posting pertinent information about data, individuals, or materials onto the documents to reflect the disposition, amounts, results, production, time, organization, status, transaction, or other details.

Performs arithmetic computations to arrive at numerical results.



Allegheny Plan  
Group III - Support  
Clerical Assistant  
Clerk II  
Functional Definition

Proofreads typed materials to ensure the transfer of information is grammatically and typographically correct, complete, and adheres to agency rules and regulations.

Composes memoranda in reply to requests or questions on the work process or related information.

Examines mail to determine the most feasible and economical method of mailing and classifies accordingly.

Prepares the necessary forms to ensure mails will receive special care.

Registers, certifies, and insures outgoing mail according to postal regulations.

Operates a telephone call director or console with the capability of multiple line switching to receive incoming calls, provide organization and location information, transfer calls, and place outgoing calls.

Operates office and mail processing machines such as a typewriter, transcriber, adding machine, calculator, sorter, addressograph, envelope stuffing machine, and labeling machine under conditions of work which do not require any prior familiarity in use.

Knowledge of English grammar, spelling, and punctuation at a level equivalent to that used in writing or adjusting written materials normally consisting of simple sentence structures, one and two syllable words, and punctuation marks for work, number, and sentence separation.

Knowledge of standard office procedures, practices, conduct, and actions necessary in maintaining harmonious working relationships.

Knowledge of the techniques applied in using the English dictionary.

Knowledge of standard office procedures and practices such as the types; organization; and use of standard office files, logs, forms, and letter formats.

Knowledge of intermediate arithmetic which involves calculations similar to adding and subtracting common fractions and multiplying and dividing by two or more digits, whole numbers, or decimal multipliers and divisors.

Ability to understand and follow oral and written instructions which explain multi-faceted procedures.

Allegheny Plan  
Group III - Support  
Clerical Assistance  
Clerk II  
Functional Definition

Ability to perform within processing procedures which involve an understanding of multiple aspects and application of varied standards.

Ability to proofread information for conformance with a prescribed pattern or form to assure the adherence to clerical office methods or for compliance with specific administrative or procedural rules.

Ability to transfer information and present it in a modified form according to rules and procedures.

Ability to collect and organize material for reports by determining what available information should be included and presenting the information in a prescribed, organized format.

Ability to compose straightforward, informational correspondence such as transmittals or acknowledgements in reply to requests or questions on the work process or related information.

Ability to perform basic arithmetic calculations such as the adding and subtracting of whole numbers and decimals and multiplying and dividing by one digit whole numbers or decimal multipliers and divisors.

Ability to instruct and advise clerical employees on the methods and procedures used in the work unit.

Ability to organize work and develop effective work methods in an area which involves variable phases of different techniques and procedures.

Ability to make duty-oriented decisions on the basis of well-defined standards and precedents.

Ability to operate office and mail processing machines such as the adding machine, photocopier, postage meter, and addressograph.

Sufficient physical dexterity to allow performance of clerical work such as filing, sorting papers, opening mail, and the unskilled operation of office machines.

Allegheny Plan  
Group III - Support  
Clerical Assistant  
Clerk II  
Functional Definition

**Minimum Experience and Training**

Six months as a Clerk I and educational development to the level of the eighth grade

or

Completion of a high school business curriculum

or

Any equivalent experience and/or training which provides the required knowledge and abilities.

ALLEGHENY PLAN  
GROUP III - SUPPORT  
CLERICAL ASSISTANT  
CLERK III  
FUNCTIONAL DEFINITION

This is complex clerical work involving the processing of documents in a variety of functions.

An employee in this class performs complex clerical work which requires the application of independent judgment. Work involves the responsibility for all aspects of a clerical process in an assigned functional area such as invoicing or auditing or performance of complicated office activities which are control oriented. Work includes complicated clerical work processes or activities which are characterized by unpredictable and random inputs, making choices between different procedures to be followed, and determining the appropriateness of the information that is presented for further processing. Work involves providing training and guidance for new employees and functioning as a supervisor for moderately complex clerical operations. Work normally involves making independent decisions concerning the process to be followed, the appropriateness of the information to be processed, and the actions to be taken. Work schedules and priorities are subject to unpredictable shifts due to external influences, time frame constraints, or self-imposed priority changes. Work is performed with considerable independence and little review; however, changes in operational standards, procedures, and work policies are discussed in detail with the supervisor prior to implementation.

Examples of Work Performed, Knowledge, and Abilities

Prepares monthly accomplishment reports from status reports, logs, and files.

Proofreads varying types of materials to ensure that information is grammatically correct, complete, consistent, and adheres to agency rules and regulations.

Exercises supervision over assigned clerical staff. Assigns and distributes work projects. Provides on-the-job training and general day-to-day assistance. Maintains time and attendance records, schedules personnel, and is responsible for completion of performance evaluations for employees of the unit.

Reads correspondence in order to become familiar with the contents and determines what procedures to pursue in providing the correct information in accordance with applicable administrative and legal constraints.

Answers written inquiries relating to the status of certain aspects of an organization's functions.

Allegheny Plan  
Group III - Support  
Clerical Assistant  
Clerk III  
Functional Definition

Performs arithmetic computations to arrive at numerical results by using variable formulas which are selected on a situation or problem basis.

Prepares documents to purchase books, supplies, equipment, services, etc., by referring to catalogues, contracts, and other sources to obtain prices, specifications, and related information.

Gathers information by reading publications and extracting applicable material.

Organizes materials and sets up formats and layouts for printing booklets, pamphlets, etc., for submission to a publisher or a computer center.

Determines supply needs for the mailroom and prepares the supply requisitions.

Ensures that mail delivery schedules are punctual and mail is processed in the most efficient and expeditious manner.

Initiates tracers through the U.S. Postal Service on lost mail or parcel post.

Operates office machines such as the typewriter, personal computer, adding machine, calculator, and any of the mail processing machines on an as needed basis under conditions of work which do not require any prior familiarity in use.

Knowledge of English grammar, spelling, and punctuation at a level equivalent to that used in writing or adjusting written materials normally consisting of complex sentence structures; one, two, and three syllable words; and punctuation marks for word, number, sentence, phrase, and clause separation.

Knowledge of the specialized office procedures and practices which relate to the work process.

Knowledge of office practices, procedures, conduct, and actions necessary in maintaining harmonious working relationships.

Knowledge of the techniques applied in using the English dictionary and referencing technical journals or code books.

Knowledge of the types; organization; and use of various kinds of office files that are organized according to multiple indexing methods, logs, forms, and letter formats used in consolidating information from numerous sources.

Allegheny Plan  
Group III - Support  
Clerical Assistant  
Clerk III  
Functional Definition

Knowledge of advanced arithmetic which involves calculations similar to adding, subtracting, multiplying, and dividing mixed numbers or complex fraction, conversions of fractions into decimal or percent form, and the use of variable formulas that are selected on a situation or problem basis.

Ability to understand and follow oral and written instructions which explain the work objectives and general guidelines that require independent decision making on the most appropriate procedures to be followed in varied courses of action.

Ability to make independent determination on the best possible resolution to processing problems.

Ability to develop and set up clerical procedures for the process or office activities performed.

Ability to assemble, organize, and present status information from various source materials concerning the operation of a process or office activities.

Ability to proofread varying types of information for conformance with a prescribed pattern or form to assure adherence to instructions and clerical office procedures, to maintain consistency of thought and requirements, and for compliance with specific administrative or procedural rules.

Ability to transfer information from formats which occur in random order and present a modified form according to rules and procedures.

Ability to organize work in a manner which ensures smooth processing and accomplishment of priority items on schedule.

Ability to use discretion and judgment in dispensing information which may be susceptible to misunderstanding or misuse.

Ability to instruct and advise clerical employees on the methods and procedures used in a process.

Ability to collect and organize material for reports by determining the information sources, appropriate information, and form of presentation.

Ability to compose correspondence of inquiry or explanation relating to a problem, request, or program need by surveying the nature of the item and determining the course of action to execute the presentation.

Allegheny Plan  
Group III - Support  
Clerical Assistance  
Clerk III  
Functional Definition

Ability to maintain cost; financial tax; or disbursement records and statements that do not involve the use of standard accounting principles by posting, entering, transferring, adjusting, and balancing numerous accounts in the control process.

Ability to perform intermediate arithmetic calculations such as the adding and subtracting of whole numbers or decimal multipliers and divisors.

Ability to operate such machines as the typewriter, adding machine, photocopier, and personal computer and instruct others in their use.

**Minimum Experience and Training**

Six months as a Clerk II and educational development to the level of high school

or

One year of progressively complex clerical experience and completion of high school

or

Six months of moderately complex clerical experience and completion of a post high school business curriculum

or

Any equivalent experience and/or training which provided the required knowledge and abilities.

ALLEGHENY PLAN  
GROUP III - SUPPORT  
CLERICAL ASSISTANT  
SECRETARY I  
FUNCTIONAL DEFINITION

This is routine clerical work involving the typing and processing of documents in a variety of functions.

Work in this class encompasses clerical, typing and, when required, stenographic duties within a structured setting characterized by standardized tasks that follow well-established methods and procedures. The assigned tasks are accomplished through the use of typewriter and/or personal computer; using a process of substituting learned systems of abbreviations for spoken words, speed writing techniques and/or direct transcribing. Primary duties are confined to a single office activity or portion of a work process that is production or control oriented. Initially, work is closely reviewed and close supervision is received when new process/procedures are introduced; however, incumbents are expected to perform with limited guidance after the process procedure is learned and on regular assignments.

Examples of Work Performed, Knowledge, and Abilities

Types documents from handwritten drafts and/or dictated dictation into draft or final form by transferring information onto letters, reports, schedules and itineraries.

Takes dictation and transcribes verbatim notes of letters and reports for subsequent typing into draft or final format.

Performs receptionist duties by greeting visitors, directing individual to appropriate offices, taking information, screening and routing telephone calls.

Types information from copy onto forms, form letters, cards, envelopes, labels, charts and transmittals.

Types personnel, fiscal, accounting, similar computer documents on typewriter consoles for updating computer files.

Files and retrieves materials by systematically sorting and storing documents alphabetically, numerically, chronologically or similar filing methods.

Proofreads typed documents to ensure typographical accuracy.

Logs or records the amount, type, disposition and number of incoming or outgoing mail, forms, documents, phone calls, etc.



Opens and sorts mail into designated categories prior to distribution.

Prepares labels to identify the contents of package, file folders, mail, booklets, etc.

Receives applications, documents, forms and fees directly from the public and screens, sorts, and assembles for further processing.

Folds letters, documents or circulars and stuffs envelopes.

Assures completeness and accuracy of data processing forms.

Submits batched and categorized data processing form to processing facility.

Coordinates client registration data flow.

Resolves data processing errors and effects corrections of suspended items.

Controls and effects reports distribution.

Knowledge of the required care and maintenance of a typewriter.

Knowledge of the English alphabet; Arabic numbering system; and chronological sequences by day, month, and year.

Skill in using a typewriter and/or personal computer at a minimum speed of 40 words per minute.

Skill in taking and transcribing verbatim notes of dictation by recording information at a minimum speed of 80 words per minute.

Ability to read and copy letters, words, phrases, sentences, and sentence punctuation written in the English language.

Ability to use the English dictionary.

Ability to perform within the prescribed office procedures, maintain harmonious working relationships and function appropriately according to standard work practice and conduct.

Ability to perform basic arithmetic calculations such as the adding and subtracting of whole numbers and decimals and multiplying and dividing by whole numbers or decimal multipliers and divisors.

Ability to spell words of normal usage and punctuate standard sentence structures.

Ability to understand and follow detailed oral and written instructions.

Ability to keep categorical log records on the amount, type, or disposition of materials or individuals.

Ability to file and retrieve materials by matching the item category with the appropriate file heading.

Ability to transfer information accurately from one source to another.

Ability to proofread the straight transfer of information for accuracy and correct copying errors.

**Minimum Experience and Training**

Possession of the required knowledges, skills, and abilities.

ALLEGHENY PLAN  
GROUP III - SUPPORT  
CLERICAL ASSISTANT  
SECRETARY II  
FUNCTIONAL DEFINITION

This is moderately complex clerical work involving the typing and processing of documents in a variety of functions.

Work in this class encompasses the skilled performance of clerical, typing and/or stenographic tasks related to document processing, coding, information verification, arithmetical calculations and public assistance in forms completion or a full range of secretarial services for one or more administrators. Duties incorporated in this class include the provision of training and guidance of subordinates and fulfilling a lead worker function, when required. Work involves an inherent responsibility for a significant aspect of a work process, a complex single office activity which is production or control oriented, or other multiple activities of comparable scope and complexity. Although workers are afforded considerable independence within standard operating procedures, supervisory guidance and review, to the extent required, is to be expected in new or unusual situations or when changes to operating policies/procedures are implemented.

Examples of Work Performed, Knowledge, and Abilities

Types letters, reports, contracts, transactions, transmittals, vouchers, memoranda, itinerary, etc., on a typewriter and/or personal computer from handwritten draft, dictated sources or original documents into draft or final form.

Takes dictation at board meetings and on a variety of letters, memoranda, reports, contracts, transmittals, agenda and similar documents and transcribes into draft or final form.

Proofreads a variety of typed materials to ensure that information is grammatically and typographically correct, complete, consistent and adheres to existing rules and regulations.

Maintains alphabetical, numerical, chronological and similar files by inserting/retrieving documents, preparing new file folders, preparing index cards, cross-indexing and updating file contents.

Schedules, reschedules and cancels appointments, arrangements, meetings, etc. and records appropriate information, e.g., individual's name, location, date, time and topic, on a calendar or appointment form.

Functions as lead worker by distributing and interpreting work assignments, providing assistance, conducting on-the-job training and reviewing work for adherence to policies/procedures.

Maintains control documents, such as records and logs, by writing or posting pertinent information related to data, individuals or materials into the documents to reflect the disposition, amounts, results, time, agency status, etc.

Operates telephone call director or console with capability of multiple line switching to receive incoming calls, transfer calls and place out-going calls.

Determines supply, equipment and service needs and types requisition documents for their purchase by reference to catalogues, contracts and other sources to obtain prices, specifications and related information.

Processes mail efficiently and expeditiously, including preparation of necessary forms, when required, to ensure special handling.

Initiates tracers through U.S. Postal Service on lost mail or parcel post.

Knowledge of English grammar, spelling and punctuation at a level equivalent to that used in writing or adjusting written materials normally consisting of simple sentence structures, one or two syllable words and punctuation marks for word, number and sentence separation.

Knowledge of standard office procedures, practices, conduct and actions necessary in maintaining harmonious relationships.

Knowledge of the techniques applied in using the English dictionary.

Knowledge of the techniques applied in making appointments and courteously assisting individuals by providing information.

Knowledge of the types, organization and use of standard office files, logs, forms and letter formats.

Skill in using a typewriter and/or personal computer at a minimum speed rate of 40 words per minute.

Skill in taking and transcribing verbatim notes of dictation by recording information at a minimum speed rate of 80 words per minute.

Ability to learn the use of specialized typewriters and magnetic transcribers.

Ability to understand and follow oral and written instruction which explain multi-faceted procedures.

Ability to perform within processing procedures which involve an understanding of multiple aspects and application of varied standards.

Ability to proofread information for conformance with prescribed pattern or form, to assure the adherence to clerical office methods, or for compliance with specific administrative or procedural rules.

Ability to assemble information for a program staff's use in attending or conducting meetings by extracting the information from files and other available sources according to instructions on the type of data needed and format of the presentation.

Ability to plan, organize and present information and coordinate between individuals acting on behalf of a supervisor in bringing about scheduled meetings, training sessions, interviews, etc.

Ability to compose straightforward, informational correspondence such as transmittals or acknowledgements in reply to requests or questions on the work process or related information.

Ability to perform basic arithmetic calculations such as the adding and subtracting of whole numbers and decimals and multiplying and dividing by whole numbers or decimal multipliers and divisors.

Ability to organize work and develop work methods in an area which involves variable phases of office techniques and procedures.

Ability to make duty-oriented decisions on the basis of well-defined standards and precedents.

Ability to operate office and mail processing machines such as the adding machine, photocopier, and instruct others on their use.

Assures completeness and accuracy of data processing forms.

Submits batched and categorized data processing forms to processing facility.

Coordinates client registration data flow.

Resolves data processing errors and effects correction of suspended items.

Controls and effects reports distribution.

**Minimum Experience and Training**

Six months of typing and/or stenographic experience and educational development to the level of the eighth grade

or

Completion of a high school business curriculum

or

Any equivalent experience and training which provided the required knowledges, skills and abilities.

ALLEGHENY PLAN  
GROUP III - SUPPORT  
CLERICAL ASSISTANT  
SECRETARY III  
FUNCTIONAL DEFINITION

This is complex clerical and/or secretarial work involving typing, document processing and, when required, stenographic functions. Generally, supervision and training of subordinate clerical staff is a predominate position requirement; however, in the absence of supervisory responsibilities, secretarial positions of comparable complexity providing support for agency directors may also qualify.

Work in this class is characterized by the application of independent judgment in the skilled performance of clerical/secretarial functions. Position responsibilities may include taking and transcribing dictation, but are primarily associated with all aspects of clerical functions involving the use of highly specialized language (medical) and complicated processes for controlling, handling and filing of documents/materials used in or related to various office activities. Frequently, such processes are subject to unpredictable input requiring choices between difficult procedures and determining appropriations of material for further processing. Tasks may also include visitor screening, answering correspondence, maintenance of activities calendars and skilled utilization of typewriters or personal computer. Additionally, positions in this class may require handling of sensitive material which necessitates judgment in processing and disclosure. Incumbents work with considerable independence and little review; however, policies, procedures or standards are discussed in detail with immediate supervisor prior to implementation.

Examples of Work Performed, Knowledge, and Abilities

Takes and transcribes dictation, types letters, reports, contracts, transactions, transmittals, vouchers, itinerary and agenda on a typewriter console from handwritten draft, dictated sources or original documents into draft or final format.

Processes sensitive material requiring discretion in its disclosure.

Reads correspondence to determine proper procedures for providing correct information which is in accordance with applicable administrative and legal constraints.

Proofreads varying types of materials to ensure correct grammar, completeness, consistency and adherence to agency policies.

Exercise supervision over assigned clerical staff. Assigns and distributes work projects, provides on-the-job training and general guidance, maintains time and attendance records, schedules personnel and prepares performance evaluations for assigned employees.

Prepares and types purchase documents for supplies, equipment, services, etc., by referring to catalogues, contracts and other sources to obtain prices, specifications and related information.

Writes clerical guidelines to implement procedures for correspondence routing, printing and duplicating requests, travel vouchers, training, etc.

Schedules, reschedules, and cancels appointments, arrangements, meetings, hearings, etc., and records name, location, data, time and topic on calendar or appointment form.

Prepares and disseminates agenda information to members prior to scheduled meetings.

Receives visitors and screens telephone calls. Directs individuals to appropriate personnel or provide direct assistance by supplying information and/or resolving problems related to agency regulations, procedures and the executive's availability.

Prepares monthly status reports by abstracting and compiling data from logs, files and other sources.

Answers inquiries relating to the status of certain aspects of the agency's functions.

Gathers information by conducting library and reference source searches, reading publications and extracting applicable material.

Determines mail room supply needs and prepares necessary requisitions.

Ensures the expeditious processing and delivery of agency mail.

Initiates tracers through U.S. Postal Service on lost mail or parcel post.

Knowledge of English grammar, spelling and punctuation at a level equivalent to that used in writing or adjusting written materials normally consisting of complex sentence structures; one, two, or three syllable words and punctuation marks for work, number, sentence, phrase, and clause separation.

Knowledge of specialized office procedures and practices which relate to the work process and the proper conduct and actions necessary in maintaining harmonious working relationships within the office.

Knowledge of the policies, rules, regulations, and organizations which relate to the office activities in an agency office.

Knowledge of the techniques applied in using the English dictionary and referencing technical journals or code books.



Knowledge of the types, organization, and use of various kinds of office files which are organized according to multiple indexing methods.

Knowledge of the procedures and techniques used in consolidating information from numerous sources into logs, forms, and letter formats.

Knowledge of the agency's organization and general functions.

Knowledge of the required care and maintenance of a typewriter.

Skill in using a typewriter and/or personal computer at a minimum speed of 40 words per minute.

Skill in taking and transcribing verbatim notes of dictation by recording information at a minimum speed rate of 80 words per minute.

Ability to learn the use of specialized typewriters.

Ability to learn the use of magnetic transcriber.

Ability to understand and follow oral and written instructions which explain the work objectives and general guidelines and require independent decision making on the most appropriate procedures to be followed in varied courses of action.

Ability to make independent determinations on the best possible resolution to processing problems.

Ability to develop and set up clerical procedures for the process of office activities performed.

Ability to assemble, organize, and present status information from various source materials concerning the operation of a process or office activities.

Ability to proofread varying types of information for conformance with a prescribed pattern or form, to assure adherence to instructions and clerical office procedures, to maintain consistency of thought and expression, and for compliance with specific administrative or procedural rules.

Ability to transfer information from formats which occur in random order and represent a modified form according to rules and procedures.

Ability to organize work in a manner which ensures smooth processing and accomplishment of priority items on schedules.

Ability to use discretion and judgment in dispensing information which may be susceptible to misunderstanding or misuse.

**Minimum Experience and Training**

Six months as Secretary II and educational development to the level of the completion of high school

or

One year of progressively complex clerical typing and/or stenographic experience and completion of a high school business curriculum

or

Six months of moderately complex clerical typing and/or stenographic experience and completion of a post high school business curriculum

or

Any equivalent experience and/or training which provided the required knowledges, skills, and abilities.

GROUP III - MAINTENANCE

PROGRAM/MAINTENANCE ASSISTANT I

FUNCTIONAL DEFINITION

This is routine manual work in the custodial care of buildings and surrounding grounds.

An employee in this class performs cleaning and minor maintenance work in buildings and their adjacent grounds. Primary responsibility is for the use of proper methods and materials in cleaning and otherwise caring for buildings and equipment. Employees work under close supervision, or work follows a well-established routine.

Examples of Work Performed, Knowledge, and Abilities

Mops and scrubs floors; waxes and polishes floors and furniture; dusts furniture; cleans and polishes brass; cleans lavatories and replaces lavatory supplies; disposes of waste paper.

Operates a small heating plant or furnace, removes ashes, and cleans boiler rooms.

Cuts grass, trims hedges, shovels snow, sweeps and cleans walks, and assists in keeping outside premises in an orderly condition.

Replaces light bulbs and makes simple repairs to buildings and equipment.

Moves furniture and equipment; delivers supplies, runs errands; serves as guard or night watchman as an incidental assignment.

Ability to learn the materials, methods, and practices used in cleaning operations.

Ability to learn the operation and care of vacuum cleaners, scrubbing machines, polishing machines, and other janitorial equipment.

Ability to make minor repairs and adjustments to building fixtures and equipment.

Ability to exercise care in the use of cleaning materials for different types of building surfaces.

Ability to work effectively with fellow workers and others.

Ability to understand and follow simple and oral and written instructions.

Sufficient physical strength to work long hours at custodial tasks.

**Minimum Experience and Training**

No previous experience and training required.

GROUP III - MAINTENANCE

MOTOR VEHICLE OPERATOR

FUNCTIONAL DEFINITION

This is manual work related to the operation and maintenance of motor vehicles. The work in this class involves, primarily, the safe and efficient transportation of mental health/mental retardation clients, but also includes loading/unloading and transportation of materials/merchandise, related clerical duties, and may, when necessary, require client crisis intervention counseling.

Examples of Work Performed, Knowledge, and Abilities

Operates automobile, bus, or van (including lift accessory) as appropriate to provide client/material transportation.

Plans, coordinates, and adjusts routes to facilitate client requirements.

Notifies concerned persons of route/schedule changes.

Assures optimum safety of passengers.

Arranges for vehicle inspections and maintenance.

Maintains vehicle in clean, serviceable condition and performs minor maintenance tasks.

Transcribes receipts for fuel, oil, coolant, etc., and mileage records.

Picks up and delivers merchandise/materials and corroborates invoices, packing slips, etc.

May supervise/train other bus drivers and monitors.

May train other staff in crisis intervention.

May perform minor fiscal transactions.

Functional knowledge of automotive equipment sufficient to detect defective operation.

Allegheny Plan  
Group III - Maintenance  
Motor Vehicle Operator  
Functional Definition

**Minimum Experience and Training**

One year of employment requiring the operation of a motor vehicle

or

Any equivalent combination of experience and training as approved by the county.

Necessary Special Requirements: Valid Pennsylvania operator's license.

GROUP III - MAINTENANCE

PROGRAM/MAINTENANCE ASSISTANT II

FUNCTIONAL DEFINITION

Employees in this class are responsible for maintaining an assigned area in a clean and orderly condition in accordance with required standards. Duties require making routine work decisions independently although work usually follows established methods and work schedules. Supervision may be exercised over a small group of subordinate employees engaged in routine cleaning and minor maintenance work. Work is subject to inspection during progress or upon completion.

Examples of Work Performed, Knowledge, and Abilities

Supervises custodial workers of a lower class engaged in such duties as mopping and scrubbing floors; and polishing floors and furniture; washing windows; moving furniture; sweeping and cleaning walks; tending to small heating plants or furnaces; and otherwise keeping buildings, equipment, and premises in an orderly condition.

Requisitions janitorial supplies, distributes supplies to custodial workers, and checks the use of supplies and equipment.

Makes minor repairs and reports needed major repairs to a supervisor.

Knowledge of the materials, methods, and practices used in cleaning operations.

Knowledge of the operation and care of vacuum cleaners, scrubbing machines, polishing machines, and other janitorial equipment.

Ability to assign and supervise the work of subordinates and to train and instruct employees in cleaning, heating, and custodial operations.

Ability to make minor repairs on building fixtures and equipment.

Ability to understand and follow oral and written instructions and to keep simple records and make reports.

Sufficient physical strength to withstand the strain of working long hours at custodial tasks.

**Minimum Experience and Training**

One year experience in custodial work and such training as may have been gained through completion of the eighth school grade or any equivalent combination of experience and training as approved by the county.

GROUP III - MAINTENANCE

PROGRAM/MAINTENANCE REPAIRMAN

FUNCTIONAL DEFINITION

This is a semi-skilled maintenance and repair work in the building, mechanical or electrical trades or any other trade relative to job requirements. An employee in this class may work in a variety of trades at the sub-journeyman level in the maintenance and repair of private residencies of occupancy, its appurtenant facilities and equipment. Work may involve repair jobs of a routine nature which is performed independently or more advance work in which case the work consists of assisting a journeyman tradesman, or foreman. Assignments of a routine or a minor repair nature are normally made by an administrative supervisor whereas work of a more advanced nature is usually assigned by a journeyman tradesman or foreman who lays out the work consistent with the worker's capabilities.

Routine or minor repair work accomplished is usually assumed to be acceptable except that the supervisor expects to be apprised as to completion time and date whereas more advanced work is spot-checked in progress and thoroughly checked upon completion for functional adequacy, quality workmanship and compliance with instructions.

Examples of Work Performed, Knowledge, and Abilities

Opens blocked drains; repairs leaky faucets; helps steamfitter to couple or disconnect pipes; cuts and threads pipe.

Makes minor repairs to furnaces and water heaters and cleans and lubricates furnaces and checks furnaces and water heaters for safety hazards.

Replaces bulbs, shades, switches; helps electrician who does major electrical maintenance and repair, makes minor repairs to appliances, light fixtures and fire security systems.

Builds doors; lays linoleum; makes repairs to floors; takes out and replaces or repairs screens; installs broken windows, sash weights; repairs doors and locks.

Makes minor repairs and adjustments to laundry equipment, oils and cleans machinery.

Mixes cement and plasters; helps to lay blocks, bricks and pour cement; makes minor plastering repairs; makes minor repairs to roofs.

Knowledge of the methods, materials, tools and practices used in one or more building and equipment maintenance trades.

Knowledge or safety practices and hazards relative to trades involved.

Ability to use and maintain tools and equipment of trades involved.

Ability to interpret specifications and drawings and to follow directions and instructions.

**Minimum Experience and Training**

Two years of experience in general maintenance and repair work involving at least one or more building, mechanical, electrical or other recognized trade; and additional training which may have been gained through completion of eighth school grade, academic, vocational or both; any equivalent combination of experience and training as approved by the county.



ALLEGHENY PLAN  
GROUP IV - SECURITY  
SECURITY GUARD  
FUNCTIONAL DEFINITION

This is general security surveillance work performed for the protection of individuals and property from harm, abuse, trespass, fire, theft and other hazards. Work may require the use of motorized or non-motorized vehicles to conduct patrols and may also require possession of protective devices. Work is performed in accordance with the established rules and procedures. Supervision is provided through daily instructions and observation and/or the examination of security station clock records.

Examples of Work Performed

Patrols an assigned area consisting of a health, welfare, hospital, teaching institution or any form of a treatment facility providing mental health, mental retardation, drug and alcohol or any form of services for disabled consumers.

Watches for fires, prowlers, vandalism or any other unusual occurrences.

Directs traffic and enforces parking regulations.

Assists and directs visitors; furnishes information in a courteous manner.

Maintains orderly conduct among clients, employees and the general public.

Makes rounds of buildings and grounds and may be required to punch time clock to record station rounds.

Participates in formal, informal and on-the-job training programs to develop security skills.

Performs incidental custodial and maintenance duties.

Prepares reports of daily activities.

Minimum Experience and Training

Completion of high school or equivalency.

ALLEGHENY PLAN  
GROUP IV - SECURITY  
SECURITY GUARD  
FUNCTIONAL DEFINITION

This is supervisory security work performed for the protection of individuals and property from harm, abuse, trespass, fire, theft and other hazards. Supervises a small security force on an assigned shift engaged in patrolling the buildings and grounds of a county contracted treatment facility. Work involves supervising the regulation of the activities of clients, patrons or the general public and may include performing limited police duties. Work involves the training of lower level security guards and providing information and instructions to facility employees and clientele in need to know situations. Duties may require the use of motorized transportation. Wide latitude is afforded for the performance of functions which are periodically reviewed for effectiveness and response time reaction to emergencies.

Examples of Work Performed

Supervises the provision of security for a county contracted treatment facility. Security is provided by a small security force functioning on a multiple or single shift basis.

Prepares a daily agency of instructions for shift security personnel based on information provided by the facility administrators and occurrences at the facility and surrounding community area.

Conducts inspection of security guards appearance and attire before each shift and assigns guards to buildings and grounds to be patrolled. Makes periodic inspection tours of guard stations.

Supervises the control of traffic and the regulation of vehicle parking. Supervises traffic control for special events scheduled at the facility.

Prepares periodic reports of violations, incidents, and accidents requiring security attention occurring at the treatment facility. Submits reports to the Facility Manager.

Establishes and maintains a rapport with local law enforcement officials to enhance assistance in cases of major disturbances. Maintains a listing of phone contacts in case of emergencies including EMS-911.

**Minimum Experience and Training**

One year as Security Guard 1 or any equivalency.