State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code
1. SOCPMGR

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	**8. Department/Agency** MDHHS-
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)**
4. Civil Service Position Code Description SERVICES PROGRAM MGR-3	**10. Division**
5. Working Title (What the agency calls the position) Services Program Manager 14	**11. Section**
6. Name and Position Code Description of Direct Supervisor ; SERVICES PROGRAM MGR-4	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor	**13. Work Location (City and Address)/Hours of Work**

14. General Summary of Function/Purpose of Position

Provide direct management of professional children's service's staff who investigate allegations of abuse and/or neglect of children and who provide supervision of children foster care placement. Assign all new CPS and Foster Care cases and review cases to ensure compliance with department policies, procedures, children's placement agency rules and federal laws. Monitor compliance with time and attendance expectations and follow progressive discipline guidelines when indicated. Provide children's services training to staff and implement new CPS and Foster Care programs and policies.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary: **Percentage: 50**

Provide direct supervision of children's services staff.

Individual tasks related to the duty:

- Monitor time and attendance, approve requests for annual and sick leave; ensure adequate coverage for the unit.
- Monitor case activity and periodically review cases to ensure that children are protected and in appropriate living arrangements. Review parents' progress towards compliance of treatment and case management goals.
- Provide assistance to CPS and Foster Care in developing effective caseload management to maintain timely services to their customers.
- Discuss with and inform staff of available community resources and various treatment options for the youth and families they serve.
- Monitor compliance with department work rules and impose progressive discipline as needed.
- Monitor and ensure workers' compliance with the State Safety Plan, including CPS staff after-hours and weekend coverage.
- Ensure worker coverage for after-hours and weekend CPS calls.
- Ensure all new staff attend CWTI training, and monitor the training needs of experienced staff.
- Complete new worker probationary performance evaluations, and annual performance evaluations for non-probationary employees.

Duty 2

General Summary: **Percentage: 15**

Review required reports for accuracy, compliance and timeliness.

Individual tasks related to the duty:

- Reviews Family Court dockets to ensure reports are submitted according to Michigan Juvenile Code requirements.
- Monitor timely submission of cases to the Foster Care Review Board.
- Read all case narratives (ISP, USP, Court Reports, SDM, 5 Day packets, Home Studies, courtesy supervision reports, etc.) for compliance with federal guidelines, child placing agency rules, manual requirements and local policies.
- Per Children's Services State policy, complete a thorough case review of a minimum of 3 cases per worker, per quarter.
- Ensure worker case narratives meet all guidelines for timeliness and accuracy.
- Conduct monthly scheduled conferences with each worker to review progress on each assigned case.
- Review and respond to reports from the Office of the Children's Ombudsman.

Duty 3

General Summary: **Percentage: 10**

Attend meetings and court hearings.

Individual tasks related to the duty:

- Attend all children's services management meetings.
- Attend meetings with children's services community resource agencies.
- Attend pertinent children's service's work groups (e.g. CPS Advisory Board, Prosecuting Attorney's Association of Michigan Advisory Board, etc.).
- Attend CPS expungement hearings as needed.
- Accept public speaking engagements at schools, community agencies, etc., as requested.
- Attend district and county management meetings as required.

Duty 4

General Summary: **Percentage:** **10**

Review and implement new Foster Care and Children's Protective Services policies and procedures.

Individual tasks related to the duty:

- Read and compare all new Foster Care and CPS policies disseminated to the field.
- Provide in-service training to Foster Care and Children's Protective Service's staff on any new policies and procedures.
- Review existing policies that may be causing difficulties for staff.
- Update and maintain the Children's Services Manual and instruct new staff on how to use it effectively.

Duty 5

General Summary: **Percentage:** **5**

Assign new children's services cases and provide back-up coverage to other children's services program areas.

Individual tasks related to the duty:

- Ensure that all new Foster Care and CPS referrals are properly assigned and that staff receive new files in a timely manner.
- Review Title IVE eligibility for potential new payment cases.
- Maintain monthly Foster Care case count.
- Provide back-up coverage to other children's services units.

Duty 6

General Summary: **Percentage:** **10**

Respond to case-related phone calls and auxiliary supervisory duties.

Individual tasks related to the duty:

- Respond to threatening calls from irate and/or upset clients in an empathetic manner.
- Relay messages to staff from clients, children's services care providers, court etc.
- Respond to requests for CPS and Foster Care program-specific information from people in the community.
- Participate in the development and monitoring of purchase of services contracts.
- Review contractor billings for accuracy.
- Meet with contractor as needed to assure appropriate service delivery.
- Participate in the interviewing and hiring process of new staff.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Decisions are made pertaining to casework judgments affecting children and families.

- Case assignment/caseload management — Affects the worker
- Approve leave requests — Affects the worker
- Approve work submitted by staff — Affects worker, care provider and court
- Create & coordinate staff in-day schedule — Affects worker, administrative support staff

17. Describe the types of decisions that require the supervisor's review.

- Training and leave requests
- Staff performance evaluations
- Unit and individual work schedules
- Progressive discipline
- Expunge CPS cases

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

- Regular physical activity: standing, sitting, stooping, reaching, lifting, carrying, walking and bending
- Conditions/Hazards: Occasional sharp variations in heat and cold, dust, regularly inhaling recycled air in self-contained building

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

NAME	CLASS TITLE	NAME	CLASS TITLE
5 Services Specialists			

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

Y	Complete and sign service ratings.	Y	Assign work.
Y	Provide formal written counseling.	Y	Approve work.
Y	Approve leave requests.	Y	Review work.
Y	Approve time and attendance.	Y	Provide guidance on work methods.
Y	Orally reprimand.	Y	Train employees in the work.

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

Manage Children's Services staff who investigate allegations of abuse and/or neglect of children and/or who provide supervision of child foster care placement.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Updating to most current composite PD for SPM 14.

25. What is the function of the work area and how does this position fit into that function?

The function of the work area is to help meet the medical and social needs of families and to help protect children from abuse, neglect, exploitation and endangerment. This position fits into this function in that it carries the responsibility of providing direct supervision of employees who deliver direct services to the customer. This position calls for consultation with managerial staff, the representation of the local office director, as assigned to community liaison activity.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a master's degree with a major in one of the following human services areas: social work, sociology, psychology, forensic psychology, interdisciplinary studies in social science, education, community development, law enforcement, behavioral science, gerontology, special education, education of the emotionally disturbed, education of the gifted, family ecology, community services, family studies, family and/or child development, counseling psychology, criminal justice, human services, or in a human services-related counseling major.

OR

Possession of a bachelor's degree in any major with at least 30 semester (45 term) credits in one or a combination of the following human services areas: social work, sociology, psychology, forensic psychology, interdisciplinary studies in social science, education, community development, law enforcement, behavioral science, gerontology, special education, education of the emotionally disturbed, education of the gifted, family ecology, community services, family studies, family and/or child development, counseling psychology, criminal justice, human services, or in a human services-related counseling major.

EXPERIENCE:

Services Program Manager 13 - 14

Three years of professional experience equivalent to a Services Specialist or Family Independence Specialist, including one year equivalent to a Services Specialist P11 or Family Independence Specialist P11.

Services Program Manager 14
One year of experience equivalent to a Services Program Manager 13, General Services Program Manager 13 or Family Independence Manager 13.

Alternate Education and Experience

Services Program Manager 13 - 14
Two years of experience as a Services Specialist or a Family Independence Specialist in addition to one year of experience in one of the following areas:

• Resource Program Analyst or Departmental Analyst work as a services program analyst responsible for activities such as assessing legislation, developing program policy, or serving as a policy and case consultant (e.g., foster care analyst, protective services analyst, zone service specialist).

• Human Resource Developer providing training to services staff in a services program area (e.g., a trainer for the Child Welfare Institute).

Selection Position Requirement: At least three years of child welfare experience equivalent to a Services Specialist.

KNOWLEDGE, SKILLS, AND ABILITIES:

The ability and willingness to make decisions in a stressful and high-profile work area; the knowledge of how their decisions will most likely affect the family and of what their options are, based on this county's court and community resources; the skills to defuse workers and situations and to maintain a positive, productive work environment, despite resistance from families and pressure from the court, attorneys, and foster parents.

CERTIFICATES, LICENSES, REGISTRATIONS:

Ongoing training on updated law and policies affecting children's services decisions

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor **Date**

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

NA

I certify that the entries on these pages are accurate and complete.

CANDACE EWING 11/21/2017

Appointing Authority **Date**

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee **Date**