

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. ASTPWKRA299R

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-DPT OF HUMAN SVC
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Business Service Center 4
4. Civil Service Position Code Description Assistance Payments Worker-A	10. Division Wayne County – Central Admin
5. Working Title (What the agency calls the position) Assistance Payments Worker 11 -A	11. Section
6. Name and Position Code Description of Direct Supervisor JOHNSON, PRIYA, FAMILY INDEPENDENCE MANAGER 13	12. Unit
7. Name and Position Code Description of Second Level Supervisor DENSON-SOGBAKA, NICOLE, WAYNE CO DIRECTOR	13. Work Location (City and Address)/Hours of Work Various / Various, 8-5

14. General Summary of Function/Purpose of Position

The Assistance Payments Worker 11, Senior Standard/Advanced level worker will manage the most complex and difficult cases which may include, family size, family dynamics, services needed, family history, etc. The assigned cases will require in-depth analysis and decision-making. The Senior Standard/Advanced level worker will also mentor and provide guidance to lower level APW staff in ongoing case maintenance skills; in the determination of eligibility for Food Assistance, child day care, medical benefits, State Disability Assistance, and SER; including appropriate referrals to community services. This position will also be responsible for reading cases of employees who determine and maintain eligibility and providing feedback. They will also conduct quality assurance reviews and ensure adherence to program policy.

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

Case Management - Responsible for accurately determining eligibility for various assistance programs for the most complex cases which may include family size, family dynamics, services needed, family history, financial circumstances, etc.

Individual tasks related to the duty:

- Conducts in-depth analysis for the most complex cases including family size, number of services requested, financial circumstances, etc. for clients requesting benefits from MDHHS.
- Works with specialized programs with complex rules to analyze benefits such as veterans', long term care, disability, etc.
- Assists in the development and implementation of program policies and procedures, ensuring compliance with state and federal regulations.
- Conducts quality assurance reviews and ensures adherence to program guidelines.
- Establish daily, weekly, and monthly goals and priorities for the timely and accurate processing of all casework.
- Reassess these work goals as emergencies and other urgent work emerges.
- Respond promptly to client phone calls and requests for appointments.
- Evaluate, analyze and process applications, re-determinations, required updates, monthly reports, and other changes. update case record documentation in response to changes. interviews applicants and recipients to obtain information necessary to make eligibility determinations; conducts initial intake interviews and/or periodic case review interviews.
- Calculate budgets manually or by computer.
- Compute and authorize applicants' and recipient's budgets for assistance in the areas of food assistance, financial, medical, day care, and state emergency relief using manual and automated systems.
- Completes all eligibility determinations/actions as required for pending work on un- covered/vacant caseloads.
- Assists with backlog cases that include case openings, recertifications, budget changes, case closures and denials etc.
- Reviews the application and decide which forms and verifications are needed.
- Prepares the forms and explains them to the client.
- Assist clients in completing the forms and securing the verifications.
- Explains deadline requirements for providing information and the consequences for failure to provide information and documentation.
- Once received, evaluates the information contained in all documents.
- Reviews many medical, legal, and financial documents.
- Evaluates numerous factors specific to each individual program and client situation to determine eligibility and subsequent eligibility re-determination.
- Analyzes the client's circumstances, evaluates potential program eligibility and recommends the program is determined most beneficial to the client.
- Re-evaluate each client's eligibility as programs are instituted, eliminated, or changed.

Duty 2

General Summary:

Percentage: 20

Provide mentoring to less experienced Assistance Payments Worker staff.

Individual tasks related to the duty:

- Mentors lower-level APW on bridging the gap between service needs and vulnerability related to assistance programs.
- Provides training and guidance to lower-level APW on their cases to increase the likelihood of positive outcomes for families.
- Provide guidance to lower-level APW on identifying appropriate resources, including employment services and community services, and promoting the utilization of resources to support the goal of positive outcomes.

Duty 3

General Summary:**Percentage: 20**

Provide OJT and guidance to less experienced Assistance Payments Worker staff.

Individual tasks related to the duty:

- Identifies training needs of staff.
- Research existing training or develops specific training for staff.
- Conducts training with groups or individuals for FAP, SDA, SER, MA, CDC, Direct Support Services and caseload maintenance.
- Prepare desk aids for staff use.
- Develops reports to identify training needs and staff training completion for FIM's.
- Assist staff in the use of automated systems.

Duty 4**General Summary:****Percentage: 10**

Other duties as assigned.

Individual tasks related to the duty:

- The worker may be required to participate in judicial and quasi-judicial proceedings. The worker may be required to prepare written fraud referrals and/or hearing summaries and provide testimony in administrative hearings and/or in court.

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

Independent judgment is used in prioritizing and managing caseloads. Referrals to community agencies are often at the worker's discretion. It is specified in existing policy that the worker use his/her best judgment in specific situations where verification is not available, or situations are unclear. Decisions requiring community resource referrals.

Assessments of staff needs for specific training interventions. Initiate negative actions on cases. Apply program policy and procedures. Independent case reads.

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

The worker must obtain supervisory approval to request specific policy exceptions including the issuance of exceptional benefits and cash supplements over \$1000.00. Work with FIM to design appropriate individual training opportunities for staff.

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.

There is an element of psychological stress inherent in the high volume of workload, daily deadlines and in providing direct client services. In addition, the worker's safety is potentially compromised when interviewing clients who suffer from emotional, mental or behavioral disorders which limits their ability to reason or control impulsive, hostile reactions and in dealing with clients in crisis or emergency situations. Eligibility Specialists are required to perform their duties at computer terminals and may remain seated for long periods of time.

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.

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

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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?

New position. Yes.

23. What are the essential functions of this position?

The Assistance Payments Worker Senior Standard/Advanced Level Worker will manage the most complex and difficult assistance eligibility cases which include cases where family size, family dynamics, services needed, family history are more complex. The Senior Standard/Advanced level worker will also mentor and provide guidance to lower level APW staff in ongoing case maintenance skills; in the determination of eligibility for Food Assistance, child day care, medical benefits, State Disability Assistance, and SER; including appropriate referrals to community services. This position will also be responsible for reading cases of employees who determine and maintain eligibility and providing feedback.

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

Recently, the APW 11 position was changed to include the advanced senior level utilizing approved senior standards. This position has grown to function as the senior level worker responsible for the most complex cases (e.g., family size, family dynamics, services needed, family history, etc.) as well as mentoring lower-level Assistance Payments Worker.

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

Eligibility Specialists are housed in local MDHHS local offices. Each local office executes the mission of the department. The role of the Eligibility Specialist is to execute that portion of the mission which addresses meeting the financial and medical needs of individuals and families living in Michigan who are unable to provide for themselves; and, to help those who are capable of becoming self-sufficient.

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

Completion of two years of college (60 semester or 90 term credits).

EXPERIENCE:**Assistance Payments Worker 11**

Three years of experience equivalent to an Assistance Payments Worker, including one year equivalent to an Assistance Payments Worker E10; Three years equivalent to a Migrant Program Worker, including one year equivalent to a Migrant Program Worker E10; or, Three years of experience equivalent to a Family Independence Specialist, including one year equivalent to a Family Independence Specialist P11.

Alternate Education and Experience

Assistance Payments Worker 8 - 11

Four years of administrative support experience in a human services or office setting, including two years equivalent to the experienced (E7) level, may be substituted for the education requirement.

Completion of one year of college (30 semester or 45 term credits) and three years of administrative support experience in a human services or office setting, including one year equivalent to the experienced (E7) level, may be substituted for the education requirement.

Three years of Home Aide experience, including one year equivalent to a Home Aide E8, may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

N/A.

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.

N/A.

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

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