

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

Position Code 1. ASTPWKRE

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
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Field Operations Administration
4. Civil Service Position Code Description Assistance Payments Worker-E	10. Division
5. Working Title (What the agency calls the position) Assistance Payments Worker - E	11. Section
6. Name and Position Code Description of Direct Supervisor VACANT	12. Unit
7. Name and Position Code Description of Second Level Supervisor ; Family Independence Mgr-4 15	13. Work Location (City and Address)/Hours of Work / Various

14. General Summary of Function/Purpose of Position

The role of the Assistance Payments Worker is to strengthen Michigan families by:

- Completing accurate and timely benefit determinations.
- Ensuring changes impacting client eligibility is acted upon timely and accurately.
- Ensuring that each person/family that applies for public assistance receives the type and level of assistance that they are eligible for in the allotted timeframe.
- Assessing the needs of each person/family and giving them appropriate information and making any referrals and/or contacts to persons/agencies to help them meet their needs.
- Providing all families with information about the expectations and goals of MDHHS.

Encouraging and guiding families in their efforts to become self-supporting.

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: 60

The Assistance Payments Worker is responsible for accurately determining eligibility for various assistance programs including Food Assistance, Medicaid, State Emergency Relief, Cash Assistance, Child Daycare, and Direct Supportive Services.

Individual tasks related to the duty:

- The Assistance Payments worker reviews applications and redeterminations.
- Interview applicants and recipients in person and by phone to determine client needs, both financial and non- financial.
- Discusses the department expectations and the client's rights and responsibilities to assist in gaining the client's cooperation. Explains the consequences for failure to meet required objectives.
- Workers play an integral part of the client's support system offering positive reinforcement, building self-esteem, identifying the client's strengths, and recommending services to enhance the client's potential for success.
- The worker explains the program requirements and what verifications are needed to complete the process.
- The worker assists the client in obtaining verifications by making collateral contacts and three-way phone calls. If necessary, send a verification checklist with information needed to complete the determination process.
- The worker reviews documents that have been submitted and processes them according to policy and procedure.
- The worker must be knowledgeable about the complex eligibility requirements for all assistance programs. The program eligibility determination and subsequent re-determination requires the worker to consider numerous factors specific to each individual program and client situation.
- The worker analyzes the client's circumstances, evaluates potential program eligibility, and recommends other programs the client may be eligible for or in need of.
- The worker utilizes the Bridges system to process changes on cases as they are reported or identified and processes redeterminations and applications according to policy.
- The worker must be open to feedback and training to assure an understanding of policy and accurate case processing.
- The worker must understand the changing complex policies and procedures used to determine eligibility to issue accurate benefits for applications, redeterminations, and changes.
- The worker will determine eligibility by utilizing a computer system to calculate the benefit levels for clients.

Duty 2

General Summary:

Percentage: 30

Community and Employment Services and referrals

Individual tasks related to the duty:

- The Assistance Payments Worker has the most frequent contact with the client and is responsible for making connections to other programs the client may be eligible for including Direct Supportive Services.
- The Specialist will solicit thoughts from clients regarding their unmet needs and examine what other MDHHS programs they may be eligible for.
- Knowledgeable in utilizing available department programs and other available resources to assure the client has access to all programs they may be eligible for.
- Establishes a cooperative working relationship with various community agencies and providers of services.
- Liaison to the client by promoting understanding of department policies and advocates on behalf of the client.
- Reviews the client's employment and educational history. Provides the client with information concerning educational and employment services available within the department and community.
- Encourages the client to overcome employment barriers and makes appropriate referrals. Uses each contact with the client to effectively communicate the need for diligence in seeking, securing, and maintaining employment.
- Emphasizes the social benefits of employment and challenges the client to become self-sufficient.
- Encourage the client's effort toward independence and strengthening his/her family unit.

Duty 3**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.
- The worker may be asked to assist with other duties in the office to address the needs of the clients.

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 processing applications, redeterminations, and changes to assure policy and procedures are being followed and accurate and timely benefits are given. 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.

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.

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.

Similar to other positions, there is an element of psychological stress inherent in the high volume of workload, daily deadlines and in providing direct services. The majority of client interaction is conducted on the telephone. On some occasions you may see clients face to face. In rare circumstances, clients become hostile while dealing with their crisis. Assistance Payments Workers 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?

Yes.

23. What are the essential functions of this position?

Essential duty of this position is to determine applicants' eligibility for financial assistance programs, process redeterminations to continue assistance, and process changes that are reported or identified. This position also requires consistent contact with clients either in person or on the phone.

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

New position.

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

Assistance Payments Workers are housed in local MDHHS local offices. Each local office executes the mission of the department. The role of the Assistance Payments worker 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 can become 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 8

No specific type or amount is required.

Assistance Payments Worker 9

One year of experience equivalent to an Assistance Payments Worker 8, Migrant Program Worker 8, or Family Independence Specialist 9.

Assistance Payments Worker E10

Two years of experience equivalent to an Assistance Payments Worker, including one year equivalent to an Assistance Payments Worker 9; or, Two years equivalent to a Migrant Program Worker, including one year equivalent to a Migrant Program Worker 9; or, Two years of experience equivalent to a Family Independence Specialist, including one year equivalent to a Family Independence Specialist 10.

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.

In addition: Organizational skills, forward thinking, and intermediate-level computer skills in Microsoft Office are required.

Additional requirements and information:

- Basic customer service skills
- Basic computer skills
- Strong written and verbal communication, both in person and on the phone
- Must be able to work effectively in a variety of settings and work groups
- Must be flexible and be able to work effectively in a fast paced and ever-changing work environment

Skillfully operates keyboard equipment such as personal computers and software applications to process information and complete case documentation.

Inputs, retrieves, updates, and deletes information using computerized databases.

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:

None.

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.

None.

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

KEARSTYN MEYERS

8/25/2026

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