

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

Position Code

1.

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 CNTL OF
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description Services Specialist-A	10. Division
5. Working Title (What the agency calls the position) Services Specialist - A - Adult	11. Section
6. Name and Position Code Description of Direct Supervisor 	12. Unit
7. Name and Position Code Description of Second Level Supervisor 	13. Work Location (City and Address)/Hours of Work M-F/8-5

14. General Summary of Function/Purpose of Position

The advanced level Services Specialist will provide training and guidance for less experienced Services Specialist staff, in the areas such as case assessment, risk assessment, engaging and supporting families, investigation, eligibility determination, case planning, direct services delivery, referrals for services and more. This position will also be responsible for the most complex cases assigned in the county, including investigations for children or adults with complex family dynamics, custody disputes, blended families, or families with a history of trauma. Responsibilities may involve one or more of the following programs administered by DHHS: adult protective services, adult community placement and independent living services.

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: 40

Caseload Management - Manages most complex cases for the assigned county including families receiving multiple services, families experiencing a death, large families with several contacts, and other situations that fall outside the norm for families needing services, outreach, or assistance. Also reviews written case record materials for accuracy, adherence to policy, appropriate case planning and services delivery, and prepares written reports to management on review findings for less experienced Services Specialist staff.

Individual tasks related to the duty:

- Complete a strength based assessment.
- Collaborate with a diverse group of professionals, such as therapists, educators, attorneys, doctors, and community resource personnel to gather information and make informed decisions regarding care and placement of children.
- Keeps up-to-date on policy and procedure revisions.
- Manage cases involving complex legal proceedings, such as child custody hearings.. Provide testimony, present evidence, and make recommendations regarding placement, visitation, or services.
- Review the progress made toward client's goals and work with client and service providers on revisions to the services' plan and goals.
- Work with most vulnerable customer to remove barriers.
- Arrange mandated services and implement court requirements.
- Maintain ongoing contact with most vulnerable families and service providers to monitor service and progress.
- Advises/counsels families on appropriate behavior necessary for integrated family functioning for complex cases.
- Prepares and maintains narratives, social case histories, case summaries, and case records.
- Monitor provision of purchased services to assure desired outcomes; arrange for alternate purchased services when necessary.
- Follow-up on identified needs to ensure that resources are being utilized appropriately.
- Complete and maintain reports, forms, and computer files as required.
- Access, understand, and use client related electronic systems and reports.
- Provide direct services as needed.
- Completes case readings for new or less experienced Services Specialists to monitor work for completeness and accuracy.
- Assure adults in need of protection are living in a safe and stable situation, including legal intervention, where required, in the least intrusive or restrictive manner.

Duty 2

General Summary:

Percentage: 30

Provides mentoring and guidance in determining and formulating the appropriate method and course of action for implementing service plans utilizing a person-centered, strength-based case planning perspective.

Individual tasks related to the duty:

- Provides guidance to less experienced staff in the following:
 - How to work with the customer to explore successes and strengths and develop treatment.
 - How to identify with individual/family the barriers to positive social well-being/emotional functioning.
 - How to assist the individual to become a self-advocate.
 - Promote services for clients in the least restrictive environment.
 - Advocate for protection of the frail, disabled and elderly.
 - Promote employment counseling and training services for developmentally disabled persons to ensure inclusion in the range of career opportunities available in the community.
 - Ensure that community programming balances client choice with safety and security.

Duty 3

General Summary:

Percentage: 20

Provides individual OJT and small group training to less experienced Services Specialist staff.

Individual tasks related to the duty:

- Identifies training needs of Services Specialist staff.
- Develops reports to supervisors and management to identify training needs and show that staff have completed training.
- Conducts training with groups or individuals for CPS, Children's Foster Care, Juvenile Justice, Adoption, Foster Home Licensing, or Adult Services program information.
- Conducts training for time and caseload management.
- Prepares desk aids for staff use.
- Training and mentoring includes the following:
 - Case Management
 - Interviewing individuals, families, and referral sources to evaluate risks and assess appropriateness of referral to services.
 - Evaluating and assessing customer's functioning and decision making capacity to determine necessary level and nature of intervention services.
 - Provide direct services (i.e., counseling, money management, etc.) as customer sees a need.
 - Provide guidance and oversight in completing a service plan report that includes the individual's, history, needs assessment and identification of services to address needs.
 - Make appropriate referrals to other service providers, i.e., psychological, domestic violence, substance abuse services.
 - Assure adults in need of protection are living in a safe and stable situation, including legal intervention, where required, in the least intrusive or restrictive manner.

Duty 4

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Participates in training.
- Review legal procedures and prepare legal documents as need requires.
- Works with the court system, law enforcement, prosecuting attorney and other private and governmental agencies as required.
- Participates in committee activities.
- Participate in community forums, town meetings, hearings, etc. for the purpose of information gathering and sharing.

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

Independently determines training needs for less senior workers as well as appropriate service needs and techniques. Case level decision relative to complex case act.

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

Exceptions to policy or interpretation of policy when uncertain.

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 may be occasional risk or psychological stress in providing customer services when interviewing customers who suffer from emotional, mental or behavioral disorders which may limit their ability to reason or control impulsive, hostile reactions, and in dealing with customers in crisis or emergency situations. Customer interviews can be conducted at local offices, customer residence or other locations as needed and therefore may require travel.

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):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> 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?

This is an advanced level position that will mentor and train less experienced workers in proper case management techniques and policy related to child welfare programs. In addition, this position will provide case management to the most complex cases assigned to the county. Responsibilities may involve one or more of the following programs administered by DHHS: adult protective services, adult community placement and independent living services.

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

Reclassifying this position to 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., families experiencing child death, large families with several contacts, and other situations that fall outside the norm, etc.) as well as mentoring lower-level Services Specialist staff in the assigned program area.

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

This position functions in the local office environment. Position functions as a professional social caseworker and provides services to vulnerable adults.

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

EDUCATION:

Possession of a bachelor's or master's degree with a major in one of the following human services areas: social work, sociology, psychology, forensic psychology, 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, a human services-related counseling major, or interdisciplinary studies in social science.

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, 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, a human services-related counseling major, or interdisciplinary studies in social science.

EXPERIENCE:

Services Specialist 12

Three years of professional experience providing social casework services to socially and economically disadvantaged individuals equivalent to a Services Specialist, including one year equivalent to a Services Specialist P11.

KNOWLEDGE, SKILLS, AND ABILITIES:

As specified 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:

Possession of a valid driver's license.

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.

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