

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

Position Code

1. DEPTTRE

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 Departmental Analyst Trainee	10. Division Business Service Center 4
5. Working Title (What the agency calls the position) Cash Assistance Analyst	11. Section
6. Name and Position Code Description of Direct Supervisor COX, CHARLES H; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor MCDOUGLE, TIFFANY AL STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work BSC 4 / 8-5

14. General Summary of Function/Purpose of Position

In a training capacity, Cash Assistance Analyst learns how to provide staff support and oversight of local DHHS offices in financial assistance programs, systems and operations to ensure that DHHS programs are consistently managed. This position also trains on how to provide back up coverage to the Cash Assistance Analyst within the designated Business Service Center 4 as deemed necessary by the bureau director.

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: 45

In a training capacity, provides consultation on financial assistance program policies, systems and procedures.

Individual tasks related to the duty:

- Learn how to assist local office AP Supervisors and Family Independence Managers and central office with the development and implementation of case reading and quality initiatives.
- Train on providing information and clarification to AP Supervisors and Family Independence Managers regarding policy issues.
- Serve on various committees and work groups.
- Learn how to locate and secure training for local office AP Supervisors, Family Independence Managers, Family Independence Specialists, Assistance Payments Workers and administrative support staff.
- Disseminate relevant program information and tasks to ensure program outcomes are realized.

Duty 2

General Summary:

Percentage: 45

In a learning capacity, assist and advise the BSC Director of financial eligibility concerns.

Individual tasks related to the duty:

- Train on how to investigate/respond/follow-up client correspondence complaints.
- Learn what's required to provide ongoing analysis, program planning, development and evaluation.
- Train on the design, implement, and provide feedback to related financial eligibility inquiries, proposals, surveys, etc.
- Inform Director of local office needs/issues regarding equipment, technology, support, training, etc. as it relates to financial eligibility concerns.
- Identify issues where policy, procedural, system changes would eliminate or reduce errors.
- Train on the development and monitoring of annual plans.
- Train on the development of Corrective Action Plans.
- Review data reports originating from multiple sources to identify data trends.
- Utilize data from various sources to draw conclusions regarding best practices and communicate to field offices within the BSC structure.

Duty 3

General Summary:

Percentage: 5

Plans and leads regularly scheduled meetings with local office financial assistance supervisors, managers, and workers to ensure that state policies are implemented consistently and accurately at the local office level.

Individual tasks related to the duty:

- Develop agendas.
- Arrange for presenters from program office, central office, local office and community agencies.
- Make arrangements for meeting facility, seating, equipment, etc.
- Facilitate the meetings.
- Identify and share best practices.

Duty 4

General Summary:

Percentage: 5

Special projects and other duties related to financial assistance programs as assigned.

Individual tasks related to the duty:

- Assignments as deemed necessary by the director.

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

Identify problematic policy and procedural area and provide input and solutions to the BSC Director, local offices, other specialists, central office, program office and various committees and work groups.

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

Changes to existing policy, procedures, or systems.

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.

Travel to any one of the counties within this Analyst's coverage area; travel can involve up to 6-hours round trip regardless of road and weather conditions. Frequently transports handouts, supplies and equipment needed for presentations which requires transporting.

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?

The Cash Assistance Analyst trains on how to provide staff support and oversight of local DHHS offices in financial assistance programs, systems and operations to ensure that DHHS programs are consistently managed.

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

New establishment

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

The BSC is responsible for carrying out and overseeing delivery of programs and business related services to the designated counties. This position provides support and consultation related to financial assistance programs to local offices.

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

EDUCATION:

Educational level typically acquired through completion of high school.

EXPERIENCE:

Four years of experience as an advanced 9-level worker in an ECP Group One classification.

OR

Three years of experience as an E9, E10, or E11-level worker in an ECP Group One classification.

OR

Two years of experience as an experienced level worker in an ECP Group One technician or paraprofessional classification.

OR

Two years of experience as a first-line supervisor in an ECP Group Three classification.

OR

One year of experience as a second-line supervisor in an ECP Group Three classification.

*Paraprofessional classifications are those requiring an associate's degree or two years of college.

Educational Substitution: College credits may be substituted on a proportional basis (one year of college education may substitute for one quarter of the required experience) for up to one half of the

required experience.

Selective Position Requirement (SPR): Two years of experience gained in the last five years in Assistance Payments and related program policy in the areas of Family Independence Program, Medical Assistance, Food Assistance, State Disability Assistance, State Medical Program, State Emergency Relief, Child Day Care, Employment Support Services and Family Support.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification. In addition, the ability to work with all level of staff, groups and other agencies. Ability to work as part of a team. Ability to analyze and evaluate complex policy. Excellent communication skills. Computer literacy. Knowledge of systems support such as BRIDGES.

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.

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