

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) OCS
4. Civil Service Position Code Description Child Support Manager-3	10. Division OPERATIONS
5. Working Title (What the agency calls the position) CASE MANAGEMENT UNIT MANAGER	11. Section CASE MANAGEMENT
6. Name and Position Code Description of Direct Supervisor BODELL, SEAN R; STATE ADMINISTRATIVE MANAGER-1	12. Unit VARIES
7. Name and Position Code Description of Second Level Supervisor BOWMAN, MONICA; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work LANSING/DETROIT/REMOTE / M-F; 8a - 5p
14. General Summary of Function/Purpose of Position This position is a unit manager of a technical Child Support production environment. The manager is responsible for case initiation and case referral to court Prosecuting Attorneys and Friend of the Court Agencies. This position is responsible for coordinating OCS child support program initiatives with PA Offices and FOCs; overseeing and monitoring the quality of service delivery; overseeing the productivity and work quality of staff; ensuring federal and state deadlines and regulations are met, and managing and reporting on unit performance goals using customer interaction technology.	

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: 55

Performs the full range of managerial responsibilities for professional Child Support Specialists and Lead Child Support Specialists assigned to a unit within the Case Management Section who provide direct client case management services including IV-D case establishment, paternity acknowledgement and parent or income locating.

Individual tasks related to the duty:

- Selects and assigns staff, assuring equal employment in hiring and promotion.
- Evaluates and verifies employee performance through the review of completed work assignments and the review of work techniques.
- Coordinates staff activities by scheduling work assignments, setting priorities and directing the work of the child support specialists in the unit.
- Approves leaves, performs service ratings, counsels employees and participates in employee grievance process.
- Plans, conducts and coordinates in-service training for subordinate employees.
- Reviews quality and production data from customer interaction technological platform for employee performance
- Monitors real time performance of staff through customer interaction technological platforms to ensure staff productivity
- Reviews Case Quality data and information to determine proper adherence to policy and procedure by staff
- Provides comprehensive, data driven feedback to staff regarding performance which includes production and quality standards

Duty 2

General Summary:

Percentage: 35

Programmatic management and coordination of IV-D Child Support operational components with MDHHS staff, Friend of the Court and Prosecuting Attorney offices at the local level in regard to issues and problems associated with cases in the Unit's caseload.

Individual tasks related to the duty:

- Monitors work flow and linkages between the child support unit and public assistance staff in MDHHS local offices, Friend of the Court and Prosecuting Attorney offices to assure effective performance and adherence to established program policy.
- Conducts regular meetings with OCS staff regarding matters affecting OCS customers and Support Specialists
- Plans, coordinates, and hosts meetings with representatives from MDHHS local offices, FOC staff, SCAO staff and PA staff to address program performance issues and to identify or resolve barriers to performance enhancements.
- Coordinates with other OCS stakeholders (Policy, MiCSES, Central Ops) to determine proper workflow and enhancements to OCS and Child Support Processes
- Reviews data and statistics and other management information regarding the performance of child support operational components pertaining to case management.
- Monitors Customer Interaction Suite system data to ensure service level guarantees and federal deadlines are met by staff.
- Regularly interact with Child Support partners in the field (PA, FOC staff) regarding appropriate case handling
- Periodically handle escalated case matters through customer interaction channels, executive office, and staff escalations

Duty 3

General Summary:

Percentage: 10

Participates in and contributes to overall OCS management planning processes and carries out special projects and initiatives as assigned.

Individual tasks related to the duty:

- Contributes to the development and implementation of new child support directions for the administrations plan to constantly improve Michigan's support to families and children in need.
- Represents the interests of Child Support program with officials at the federal, state and local level regarding programmatic operations and performance in the state.
- Plans and conducts training for OCS employees regarding the child support program operations and performance.
- Participates in work improvement teams, process improvement teams, MiCSES user groups and other such feedback groups to identify program improvements and formulate recommendations for statewide program enhancements.

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

This position is authorized to independently make decisions pertaining to the work priorities of the unit, in making work assignments to unit staff, and in evaluating and approving staff work products.

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

Supervisory review is needed for issues and problems that remain unresolved with PAs or FOCs. Decisions regarding proposed performance changes for an FOC or PA, which can have adverse impact on county agencies.

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.

Standard office/desk environment. Position is approved for remote work with appropriate conditions.

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

The position description is accurate as written.

23. What are the essential functions of this position?

Essential duties can change as the work environment changes. Therefore, essential duties will be determined as needed to assist in the evaluation of reasonable accommodation requests.

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

- Work area is now complex
- Updated Duty 1 and 2 time percentages
- Added 4 tasks to Duty 1 to include using and monitor data for employee performance, adherence to policy, and data driven feedback to improve performance and quality standards.
- Added task to Duty 2; coordinates with OCS stakeholders on workflow enhancements
- Added task to Duty 2; monitor Customer Interaction Suite system
- Added task to Duty 2; regularly interacts with OCS partners to ensure cases are handled appropriately
- Added task to Duty 2; assist with escalated matters

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

The function of the Office of Child Support is to administer the Child Support Enforcement program as defined by the Social Security Act, Title IV-D; state laws and departmental and agency policies and procedures. The case management unit supervisor is the supervisor of frontline service providers that initiate and open cases, and refer cases to the appropriate county agency for further action. The Case Management Unit Supervisor is a front line supervisor of professional staff.

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

EDUCATION:

Possession of a bachelor's degree with at least 30 semester (45 term) credits in one or a combination of the following human service areas: social welfare, social work, sociology, psychology, family ecology, family life education, community services, family and child development, guidance and counseling, criminal justice, gerontology, special education, education of the emotionally disturbed, or education of the gifted.

EXPERIENCE:

Child Support Manager 14

Five years of professional experience performing child support activities, including one year equivalent to a Child Support Manager 13.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification. In addition:

Knowledge of federal and departmental child support policies and financial assistance programs. Knowledge of procedures and forms used to secure child support. Knowledge of interviewing technique and methods for obtaining and communicating information. Knowledge of training and supervisory techniques. Knowledge of employee policies and procedures. Ability to instruct, direct and evaluate employees. Ability to coordinate and cooperate with other branches of government and political entities. Ability to interpret laws, rules and regulations. Ability to communicate with others, both verbally and in writing.

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