

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

|                                         |
|-----------------------------------------|
| <b>Position Code</b><br>1. DEPTALTEE15Y |
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## 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.

|                                                                                                                             |                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <b>2. Employee's Name (Last, First, M.I.)</b>                                                                               | <b>8. Department/Agency</b><br>MDHHS-OAKLAND COUNTY                                                                                  |
| <b>3. Employee Identification Number</b>                                                                                    | <b>9. Bureau (Institution, Board, or Commission)</b><br>Children's Services Agency                                                   |
| <b>4. Civil Service Position Code Description</b><br>Departmental Analyst-E                                                 | <b>10. Division</b><br>County Office                                                                                                 |
| <b>5. Working Title (What the agency calls the position)</b><br>Departmental Analyst - E (MiTEAM Quality Assurance Analyst) | <b>11. Section</b><br>Oakland County                                                                                                 |
| <b>6. Name and Position Code Description of Direct Supervisor</b><br>SCHEUER, THOMAS M; SOCIAL SERVICES DIV. ADMIN.         | <b>12. Unit</b>                                                                                                                      |
| <b>7. Name and Position Code Description of Second Level Supervisor</b><br>MAPLANKA, IVANA K; STATE BUREAU ADMIN.           | <b>13. Work Location (City and Address)/Hours of Work</b><br>Oakland County, 51111 Woodward Avenue, Pontiac, MI.<br>48342 / Standard |

**14. General Summary of Function/Purpose of Position**

The MiTEAM Quality Assurance Analyst is responsible for completing a variety of continuous quality improvement (CQI) activities in assigned field offices. These activities include: compiling and reviewing available data, completing case reads, interviews and observations to acquire information on field staff's compliance with MDHHS policy and fidelity to the child welfare case practice model. The position also supports implementation and sustainability activities associated with the Strengthening our Focus on Children and Families, Michigan's approach to the implementation of the MiTEAM Practice Model.

The MiTEAM Practice Model is a trauma-informed approach to case practice in child welfare that includes core competencies of teaming, engagement, assessment and mentoring. Within the context of the MiTEAM Practice Model, the MiTEAM Quality Assurance Analyst focuses on analysis of data to be used in local office strategic planning and continuous quality improvement activities.

MiTEAM Quality Assurance Analyst will assist local staff and managers in generating and analyzing data and information in order to address local opportunities for increased compliance with policy and improved quality of service delivery. In this role the position will be charged with leading specific local office tasks designed to improve the quality of service provided to children and families that come into contact with MDHHS programs. Primary work assignments will originate from local office management and will include coordinated statewide CQI activities.

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**

Analyze and address local opportunities for improved child welfare outcomes and policy compliance.

**Individual tasks related to the duty:**

- Routinely collaborate with local management and/or local continuous quality improvement teams to assess and determine opportunities for performance improvement.
- Gather and analyze information to identify local trends in case practice. This task may include review of cases, internal/external reports that assess local office practice, direct observation, facilitation of focus groups and interviews with key stake holders.
- Report progress in accomplishing identified local office goals and action steps.
- Develop local strategies to improve upon targeted CQI areas to meet MDHHS program objectives

**Duty 2**

**General Summary:** **Percentage: 25**

Participate in statewide continuous quality improvement efforts and lead local quality improvement efforts.

**Individual tasks related to the duty:**

- Participate in Quality Services Reviews (QSR) and other continuous quality improvement (CQI) efforts.
- Participate in and/or co-lead county CQI improvement structure.
- Collaborate with others to develop, guide and sustain implementation efforts.
- Collaborate with others to arrange logistics for trainings, meetings, and other CQI activities.
- Support local office integration of concepts and initiatives.

**Duty 3**

**General Summary:** **Percentage: 15**

Support MiTEAM Practice Model

**Individual tasks related to the duty:**

- Identify areas of improvement specific to fidelity of the MiTEAM practice model
- Model to promote the development of skills.
- Coach to support caseworkers in utilizing skills.
- Train by providing formal and informal educational opportunities.
- Observe and document caseworker's interactions to formulate and provide effective feedback that facilitates the refinement of skills.

**Duty 4**

**General Summary:** **Percentage: 5**

Other related duties as assigned.

**Individual tasks related to the duty:**

- Administrative tasks such as time sheets travel logs and monthly reports
- Other duties as assigned

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

Position makes independent decisions about routine, day to day work activities.

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

Interpretation of and exceptions to policy; prioritization of work assignments.

**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.**

Walking throughout the office area. Sitting at a desk and working on a computer. Lifting and carrying less than 20 pounds. Lifting and carrying files to filing cabinet, carrying information packets for presentations, and driving a car. Moderate travel in state and away from the office location.

**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?

New position

23. What are the essential functions of this position?

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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?

This position serves a specified area within the state. They will be a staff person that reports to a Supervisor in a DHHS Child Welfare County Office within their assigned area. DHHS Office is responsible for the successful implementation of organized planning, assessment and implementation of strategies to improve child welfare practice. The MiTEAM Quality Assurance Analyst's duties are all critical to continuous quality improvement integrity and sustainability. This position serves this function.

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 in any major.

**EXPERIENCE:**

**Departmental Analyst 9**

No specific type or amount is required.

**Departmental Analyst 10**

One year of professional experience.

**Departmental Analyst P11**

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

The individual in this position must be proficient at teaming, engaging, assessing and mentoring with internal partners and external customers in Michigan's child welfare system. Leadership skills with an ability to impact change are essential to the success of this position. Conflict resolution, respectful communication, facilitation, negotiation and organizational skills are also needed. The individual in the position must also be able to work autonomously and take the initiative to enhance and develop the knowledge and skills needed to act as a technical expert in the defined areas. Ability to collect and use critical thinking to analyze data is required along with working several different software systems. Written and oral communication must be professional and appropriate to share with external partners and DHHS management.

Additionally, as listed on the Civil Service job specification.

**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.

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