

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

Position Code 1. DPTLTCHW85R
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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.	
2. Employee's Name (Last, First, M.I.)	8. Department/Agency MDHHS-CTR FORENSIC PSYCHIATRY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) State Hospital Administration
4. Civil Service Position Code Description Departmental Technician-E	10. Division Forensic Services Department
5. Working Title (What the agency calls the position) Departmental Technician	11. Section
6. Name and Position Code Description of Direct Supervisor MORRIS, SIMON L; DEPARTMENTAL SUPERVISOR-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor RINNAS, DONNA Z; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 8303 Platt Road, Saline, MI 48176 / Monday - Friday; 8:00am to 4:30pm
14. General Summary of Function/Purpose of Position This position is responsible for performing a variety of technician assignments within the Department of Forensic Services in the Center for Forensic Psychiatry (CFP) in support of departmental programs, services and activities using independent judgment in making decisions based on established methods, procedures, policies, regulations, and requirement under the mental health code and court systems. This position coordinates and oversees the center-wide registration of clients and the scheduling of all evaluations and hospital admissions of individuals referred to the State Hospital Administration for treatment. The incumbent compiles, reviews, and monitors information either by direct data entry or by monitoring and reviewing information entered by other disciplines that have access to systems. This position also processes information requests from SHA, DHHS staff, Michigan Courts, prosecutors and defense attorneys, and law enforcement agencies. In this role, the individual provides independent oversight in maintaining hospital-wide data integrity and resolution of problems.	

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

Enter data, monitor CFP database systems and other information tracking, and troubleshoot problems to ensure accurate and complete documentation and appropriate follow up based on forensic service information.

Individual tasks related to the duty:

- Coordination and oversight of center-wide patient and defendant registration and scheduling of evaluations, hospital admissions, discharges, and court hearings in keeping with departmental and legal requirements.
- Reviews court materials and extracts necessary legal information for timely and accurate data entry and program follow up, including generation of patient registration and appropriate episode in the electronic medical record and data entry in forensic services database.
- Processes information received from CFP sources, as well as various outside agencies (e.g., jails, courts, attorneys, hospitals, etc. as required to fulfill legal and administrative mandates.
- Responsible for entering and updating clinical and legal information in the appropriate database system(s) as necessary and in a timely and accurate manner ensuring appropriate program follow up.
- Responsible for regularly generating a variety of reports and schedules to coordinate center-wide programming, including court hearings, and filing of legal documents, in a timely manner to ensure compliance with rules and regulations relevant to forensic services. Ensures the accuracy and timeliness of all reports prior to distribution.
- Monitors and reviews information entered in data systems by other disciplines to ensure accuracy and reliability and coordinate any necessary follow up. Provides independent oversight in maintaining hospital-wide data integrity and resolution of problems.
- Performs related work as assigned by supervisor.

Duty 2

General Summary:

Percentage: 20

Maintain, update, distribute, and follow up on as indicated all relevant reports in keeping with program needs and per appropriate records retention and disposal standards.

Individual tasks related to the duty:

- Prepares reports related to service demands and program needs. Identifies trends and proposes recommendations for program improvement.
- Resolves work process problems relative to forensic services independently and timely; consults with supervisor when indicated.
- Proposes departmental procedures and revisions to procedures to clearly define appropriate standards and processes to ensure the reliable provision of quality forensic services.
- Maintains list of reports that are regularly required and produces reports in a timely and accurate manner.
- Reviews all reports for accuracy and usefulness and makes the necessary changes to ensure provision of meaningful and understandable information for effective oversight and delivery of forensic services.
- Distributes reports to all necessary parties through electronic and traditional distribution methods as indicated and in keeping with relevant guidelines regarding protected health information.
- Maintains records for retention in an organized system to ensure immediate access, as necessary.
- Disposes of outdated information in keeping with appropriate rules and regulations.
- Performs related work as assigned by supervisor.

Duty 3

General Summary:

Percentage: 20

Process information requests and work collaboratively with CFP and SHA colleagues and administration, outside agencies, courts, and attorneys, to ensure appropriate and timely provision of forensic services to individuals and the courts in keeping with departmental guidelines.

Individual tasks related to the duty:

- Provides support to CFP and other SHA colleagues relative to appropriate information tracking and processing of forensic services information.
- Communicates with CFP colleagues and representatives from regional hospitals concerning admissions and discharges and other careflow information.
- Provides reports pertinent to defendant and patient evaluations, admissions, discharges, and filing of legal documents and court hearings.
- Requests necessary information from SHA colleagues and outside agencies as necessary to manage forensic services work processes.
- Reviews related documents received from various sources (e.g., courts, police agencies, attorneys, jails and prison, hospitals, etc.) for integrity and completeness.
- Communicates with the courts, attorneys, sheriffs, patients, and defendants to coordinate the scheduling of pre-trial evaluations of defendants and patient admissions to state hospitals.
- Conducts correspondence, as necessary.

- Maintains timely and accurate documentation.
- Performs related work as assigned by supervisor.

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

- Decisions are made based on guidelines/directions provided by the Michigan Mental Health Code, SHA policies and procedures, CFP policies and procedures, Forensic Services Department policies and procedures and supervision.
- Work priorities are established and determined based on legal requirements and time constraints.
- Acts independently in day-to-day data management and other operational functions relative to review and processing of forensic services information.
- Individuals, the court system, and CFP, SHA, and MDHHS are directly affected by these decisions.

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

When guidelines/directions are not sufficient to determine appropriate response, and when an atypical request (i.e., not covered in departmental procedures and guidelines) is made by an outside agency.

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.

The position is a standard office environment that includes sitting, standing, stooping, and bending, and the use of computer equipment most of the time. There may be direct contact with patients, defendants, outside contractors, and court personnel. There may be periodic deadlines or report requests that would require the ability to meet unexpected deadlines in a timely and efficient manner.

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?

Management prepared.

23. What are the essential functions of this position?

- Accurate and timely processing of information regarding forensic clients, including data entry, monitoring, and updating of information related to court orders and patient careflow information.
- Follow up on information and correspondence received, including registration and scheduling of clients' evaluations, admissions, discharges, and court hearings.
- Timely and accurate provision of reports and necessary follow-up.
- Ensure departmental and legal requirements for documentation and service provision are met.
- Communicate and collaborate with courts, attorneys, sheriffs, patients, defendants, and SOM personnel in a clear, timely and respectful manner.
- Respond to inquiries regarding functions, rules, regulations, policies and other careflow data.

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?

The function of the work area is to perform all duties as they relate to processing and tracking of information and oversight of functions pertaining to evaluations, admissions, transfers, discharges, and related court hearings; and to provide technical assistance and provide consultation to clients and their families, attorneys, jails, and all criminal and probate courts throughout the state. Other functions of the work include monitoring and providing services to ensure compliance with patient's rights including special visits, access to the electoral process. This position is the primary contact for the center as it relates to patient/defendant registration and scheduling; data management for forensic processes, including compiling reviewing, and monitoring statistical and programmatic information.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience

Departmental Technician 7

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service Job Specification. In addition:

- Knowledge of rules, regulations, policies, procedures, precedents, and terminology used in forensic and probate process.
- Knowledge of computer software applications.
- Proficiency in data management and organization, including requisite computer skills.
- Ability to communicate effectively.
- Ability to interpret and apply complex laws, rules, and regulations and discern appropriate course of action.
- Ability to multi-task and prioritize.
- Ability to independently problem-solve and propose solutions to improve service provision and maintain data integrity.

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.

EMILY WILLIAMS

3/24/2021

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