

**State of Michigan  
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

**Position Code**

1. DPTLTCHA

## 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> MDHHS-WALTER P.REUTHER PSY HS
<b>3. Employee Identification Number</b>  	<b>9. Bureau (Institution, Board, or Commission)</b> Hospital and Centers
<b>4. Civil Service Position Code Description</b> Departmental Technician-A	<b>10. Division</b> WRPH-Adults
<b>5. Working Title (What the agency calls the position)</b> Departmental Technician - Lead Worker Patient Affairs	<b>11. Section</b> Social Work
<b>6. Name and Position Code Description of Direct Supervisor</b> SALYER, LORI; CLINICAL SOCIAL WORK MGR-2	<b>12. Unit</b> Patient Affairs
<b>7. Name and Position Code Description of Second Level Supervisor</b> TURNER, ONGELEKE R; CLINICAL SOCIAL WORK MGR-2	<b>13. Work Location (City and Address)/Hours of Work</b> 30901 Palmer Rd Westland MI 48186 / M-F 8:00 am - 4:30 pm

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

The employee is responsible for directly overseeing and being involved in the daily operations of the departmental technicians while maintaining compliance with the Mental Health Code, MDHHS Administrative Rules, and WRPH policies standard operating procedures. This position is responsible for directing all daily tasks and responsibilities assigned to the Patient Affairs Department which includes processing and scheduling admissions, as well as emergency admissions and transfers to and from MDHHS State Hospitals. This position will verify the accuracy of all legal documentation that are completed and submitted to the courts. This position will be responsible for ensuring that all patients are on the correct inpatient status. This position will be responsible for providing coverage of Departmental Technicians tasks when needed.

This is a Drug and Alcohol-tested (DART) position under the criteria provided in the collective bargaining unit agreement due to regular contact with hospital patients.

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: 25**

Directly oversee scheduling and processing of patient admissions to the hospital.

**Individual tasks related to the duty:**

- Check accuracy of the WRPB Waitlist.
- Check accuracy of information from Pre-Admission In-Take Form into the electronic medical record.
- Oversees transfers between state hospitals, community hospitals, jail or from the community. Ensure that all documents are accurate and completed.
- Liaison with Forensic Services at the Center for Forensic Psychiatry regarding patients on Incompetent to Stand Trial (IST) status or other forensic or legal status associated with admission to WRPB.
- Ensure patient's rights are not being violated.
- Explains the rights and legal process to patients.
- Provides education to Departmental Technicians regarding protocol, process and procedures.
- Provides coverage of Departmental Technician when needed.

**Duty 2**

**General Summary:**

**Percentage: 25**

Directly oversees all patient related administrative and legal matters. Testify in court for Administrative hearings, Deferral Conferences or if the Courts requests WRPB representation.

**Individual tasks related to the duty:**

- Ensures accuracy with maintaining records, preparing reports and legal correspondence.
- Serves as a resource for facility staff and the community regarding policies and procedures.
- Explains regulations and policies and procedures of the MDHHS to staff, patients, relatives, and attorneys.
- Testify in court for Administrative hearings, Deferral Conferences or if the Judge requests WRPB representation.
- Liaison with Forensic Services at the Center for Forensic Psychiatry regarding patients on IST status, or other forensic, or any legal status associated with patients' current legal status during hospitalization.
- Delegates court coverage as needed.
- Provides coverage of Departmental Technician when needed.

**Duty 3**

**General Summary:**

**Percentage: 25**

Oversees each patient's status during hospital stay. Maintains accurate and appropriate status for each patient.

**Individual tasks related to the duty:**

- Ensures accuracy in maintaining records, preparing reports, and conducting legal correspondence.
- Ensures accuracy of court dockets and court outcomes.
- Computes each patient's length of hospital stay; prepares and monitors a weekly court docket and monthly expiration list.
- Liaison with court personnel regarding getting clarification of court orders, hearing dates, notifying courts of patient discharge/ expiration/ voluntary/ unauthorized leave status, etc.
- Represents the facility before the probate court on matters relating to commitment orders, guardianship and other legal matters on which patients may be involved.
- Acts as a Notary for patient's as needed.

**Duty 4**

**General Summary:**

**Percentage: 20**

Training new and existing employees and enforcing process and procedures.

**Individual tasks related to the duty:**

- Training new and existing employees on process and procedures.
- Ensure court process and procedures are being followed.
- Educate staff on court process and procedure.
- Educate staff on completing petitions and certificates.
- Make sure that the most up to date court forms are being used.
- Answer more complex time sensitive questions when needed.

**Duty 5**

**General Summary:**

**Percentage: 5**

Oversees all hospital liaison tasks.

**Individual tasks related to the duty:**

- Serves as a liaison with the Social Security Administration and the Veteran's Administration regarding coordination of admissions.
- Serves as the WRPB Representative Payee for patients who Social Security Administration has appointed as the Representative Payee.
- Serves as a liaison with families regarding assisting with paying bills, funeral arrangements, and other information related to the Patient Affairs Department.
- Serves as liaison with the Social Security Administration, Veterans' Administration, Medicaid, and Medicare on behalf of the facility and patients when applicable.
- Acts as representative payee for patient benefits assisting with special purchases, paying bills, setting up funeral agreements, etc.
- Dispenses of discharged and expired patients' funds.
- Provides assistance to patients in settling their business matters by helping them to prepare income tax forms, arranging to meet their periodic financial obligations, filing alien registration forms, protecting assets such as bank accounts and insurance policies, etc.
- Assists in the development of procedures to protect the expenditures, property, assets of patients and to direct the disposal of unclaimed property.

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

If requested legal documentation is not submitted, the patient will not be scheduled for admissions.  
 Work within the guidelines of the Mental Health Code and individual court procedures.  
 Must maintain each patient's legal status.

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

- Patients referred for admission to the hospital whose legal status has not been confirmed or may pose a legal or ethical issue for the hospital.
- Patients referred for admission that pose a potential risk of harm to the health and safety of staff, patients, and hospital visitors.
- Implementation and clarification of new and revised hospital SOPs.
- Legal matters that may impact a patient's legal status or may pose a legal or ethical issue for the hospital and to ensure hospitalization and treatment does not violate the Mental Health Code, Probate Court rules and procedures, or Recipient Rights.

**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 – serving patients with various court documents on their assigned hospital units, documenting in patient's clinical record and retrieving work from hospital staff.  
 Moving furniture – setting up the hospital court room weekly, on an as needed basis.  
 Due to patient population environment can be hostile, threatening, assaultive and physical intervention may be necessary.  
 Can be exposed to various infectious diseases.

**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.**

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
VACANT	DEPARTMENTAL TECHNICIAN-E	VACANT	DEPARTMENTAL TECHNICIAN-E

**Additional Subordinates**

**20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

- |   |                                    |   |                                   |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | Y | Assign work.                      |
| N | Provide formal written counseling. | Y | Approve work.                     |
| N | Approve leave requests.            | Y | Review work.                      |
| N | Approve time and attendance.       | Y | Provide guidance on work methods. |
| N | Orally reprimand.                  | Y | 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 Departmental Technician Lead oversees all admissions and ensures all information is accurate. The Departmental Technician Lead is responsible for verifying all information entered into the EMR is accurate and all legal documents submitted to the courts accurately and timely. The Departmental Technician Lead ensures that all patients in the hospital and on the appropriate status and their rights are not being violated.

**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 Patient Affairs Department is to coordinate the admission process and provide services that focused and assures the accuracy of patients' legal status during their hospital stay. The department is responsible for the processing and filing of the patient's legal documentation with the courts, assisting patients with filing for their entitled benefits, and ensuring the scheduling and processing of admissions to maximize unit bed availability. The Departmental Technician Lead will directly oversee daily operations to ensure accuracy and ongoing training for staff regarding the court and legal process and procedures.

**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 10**

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

OR

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

OR

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

**Alternate Education and Experience**

**Departmental Technician 10**

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

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Thorough knowledge of the Michigan Mental Health Code, MDHHS Administrative Rules and Probate Court Rules.
- Ability to gather facts using interview techniques and to explain SOPs, policies, procedures and rules.
- Ability to maintain records accurately, prepare forms and reports accurately and conduct correspondence related to work.
- Ability to represent the facility administrator before Probate Court on patient matters.
- Knowledge of the attitudes of the mentally ill or developmentally disabled.
- Knowledge of legal rights and matters of patients including civil commitments and guardianship procedures.
- 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:**

Licensed Notary Public

**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.***

FELISHIA WILLIAMS

2/25/2025

\_\_\_\_\_  
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