State of Michigan
Civil Service Commission

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

Position Code
1. FAMNMGR4

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-WAYNE COUNTY ZONE 3
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** Economic Stability Administration
4. Civil Service Position Code Description Family Independence Mgr-4	**10. Division**
5. Working Title (What the agency calls the position) Family Independence Manager 15	**11. Section**
6. Name and Position Code Description of Direct Supervisor GREEN, RAYCHAEL D; SOCIAL SERVICES DIVISION ADMIN	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor COOPER, RAYMOND C; SOCIAL SERVICES DIVISION ADMIN	**13. Work Location (City and Address)/Hours of Work** Wayne County / 8-5

14. General Summary of Function/Purpose of Position

This position supervises, directs and monitors the activities of the first line Family Independence Manager and Assistance Payments Supervisors in a Department of Health & Human Services local office. This position is responsible for the administration of the Family Independence Program and other services programs administered by the Department of Health & Human Services. The Family Independence Manager will provide support, direction and serve as the resource person to subordinate staff to ensure proper application of policies and procedures for various social service programs and monitor the progress of the Department's goals. This manager will assist with the integration of program support between Administrative Support, DT/IT and Administrative Support Units to enhance agency outcomes.

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:** **30**

The Family Independence Manger will provide supervision and direction to First Line Family Independence Manager and Assistance Payments Supervisors as well as local office staff.

Individual tasks related to the duty:

- Directs activities of first line supervisors to meet agency goals and objectives.
- Directs and provides assistance to first line supervisors in policy interpretation.
- Evaluates performance and skill development of first line supervisors.
- Conducts staff meetings with first line supervisors and staff
- Monitors caseload management techniques and completed work assignments to ensure appropriate services are provided in a timely basis.
- Serves as a resource person to first line supervisors and staff
- Completes first line supervisor performance evaluations and takes disciplinary action when necessary.
- Provides training to first line supervisors and staff.
- Initiate, negotiate, coordinate and/or monitor contracts with providers in support of human service programs.
- Complete monthly reports on production, standard or promptness, error rates, and delivery of service to be used in the management of the section by Administration.

Duty 2

General Summary: **Percentage:** **40**

Program Management

Individual tasks related to the duty:

- Operationalize Department of Human Services programs, policies and procedures through first line supervisors.
- Instruct first line supervisors on policies and procedures
- Contact and resolve applicant/recipient complaints that cannot be resolved at the first line supervisory level.
- Analyze workflow to ensure efficiency.
- Participate as a member of the local management team.
- Participate in County/Central Office meetings
- Coordinate with management team to assist in emergency situations
- Work with State and Federal Auditors to coordinate and facilitate audit activities
- Prepare responses and corrective action plans to resolve audit exceptions.
- Responsible for liaison activities with the Office of Program Coordination and Central Office.
- Approve exceptions to policy
- Interview and Select supervisory personnel

Duty 3

General Summary: **Percentage:** **20**

Other Supervisory and Miscellaneous Duties

Individual tasks related to the duty:

- Develop and implement local policies, programs and procedures in accordance with Agency mission and policy.
- Participate with Administration in the planning of efficient and effective county operations.
- Lead and/or participate in the development of local programs and processes for improvement of customer service.
- Oversee the operational goals of PATH/JET.
- Supervise fiscal supervisor.
- Supervise the administrative support manager.
- Oversee the building operations including maintenance needs, lease specifications and guard services.
- Oversee the purchasing operations of the local office
- Supervise the DT/ITTs
- Monitors the local computer needs of the local office
- Serve as a member of the local labor management team.
- Oversee the operational goals of PATH/JET
- Monitor Internal controls

Duty 4

General Summary: **Percentage:** **10**

Perform Community Relations Duties

Individual tasks related to the duty:

- Serve as the resource person to first line supervisors, local office staff and the public.
- Maintain a liaison relationship with public and private agencies that provide service to the public.
- Represent local agency through involvement with outside organizations.
- Make presentations to community groups.

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

Operationalize and interpret policy for first line supervisors and local office staff. Determine appropriate disciplinary action for staff. Develop and implement local office procedures to support the administration of programs to support work completed by first line supervisors and staff. Manage security concerns and building closures to protect both staff and clients of the department. Resolve crises issues that present for individuals and assure correct implementation of structures to safeguard the department's mission for clients and staff.

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

Decisions that would impact other work units in the department. Decisions that would have impact on community agencies and other governmental departments.

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.

Responsibilities typically involve sitting, standing and bending.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
MASON, SHATON M	FAMILY INDEPENDENCE MGR-2 13	DIXON, GHAWANA M	ASSISTANCE PAYMENTS SUPV-1 12
REEVES, SAQUOYAH	ASSISTANCE PAYMENTS SUPV-1 12	WALKER, CHARLES J	ASSISTANCE PAYMENTS SUPV-1 12

Additional Subordinates

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

Y	Complete and sign service ratings.	Y	Assign work.
Y	Provide formal written counseling.	Y	Approve work.
Y	Approve leave requests.	Y	Review work.
Y	Approve time and attendance.	Y	Provide guidance on work methods.
Y	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?

To function as second line manager overseeing financial assistance programs and/or adult services programs.

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

N/A

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

To function as second line manager overseeing financial assistance programs and/or adult services programs.

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, community services, family studies, family and child development, guidance and counseling, criminal justice, gerontology, special education, education of the emotionally disturbed, or education of the gifted. (NOTE: Status as a Family Independence Specialist satisfies the education requirement.)

EXPERIENCE:

Family Independence Manager 15
One year of experience equivalent to a Services Program Manager 14; or, two years equivalent to a Family Independence Manager 13, General Services Program Manager 13 or Services Program Manager 13; or three years equivalent to a Family Independence Manager 12 or an Assistance Payments Supervisor 12.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification.

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:

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.

SHANIKA DENNIS	9/25/2026
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**