

1. Position Code
FAMNMGR4A69N

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

Federal privacy laws and/or state
confidentiality requirements protect
a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.)	8. Department/Agency Department of Health and Human Services
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Business Services Center 4
4. Civil Service Classification of Position Family Independence Manager 15	10. Division Monroe/Lenawee Counties
5. Working Title of Position (What the agency titles the position) Same as #4 above	11. Section
6. Name and Classification of Direct Supervisor Linda Needham, SSDA17	12. Unit Family Independence Program
7. Name and Classification of Next Higher Level Supervisor Tiffany McDougal, BSC4 Director	13. Work Location (City and Address)/Hours of Work Monroe Co. DHHS Monroe, MI 8 am-5 pm or as approved

14. General Summary of Function/Purpose of Position

This position supervises, directs and monitors the activities of the first line Family Independence Managers and Assistance Payments Supervisors in a Dept. of Health and Human Services local office. This position is responsible for the administration of the Family Independence Program and other services programs administered by the Dept. of Health and 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 Agency goal of encouraging independence and self sufficiency. This manager will assist with the integration of program support between Administrative Support, IT and Fiscal Units to enhance agency outcomes.

For Civil Service Use Only

15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1 **% of Time** 30%__

The Family Independence Manager will provide supervision and direction to First Line Family Independence Managers, 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 of Duty 2 **% of Time** 40%__

Program Management

Individual tasks related to the duty.

Operationalize Dept. of Health and 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 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 of Duty 3

% of Time 20%__

Other Supervisory and Miscellaneous Duties

Individual tasks related to the duty.

Develop and implement local policies, programs and procedure in accordance with department mission and policy.

Participate with local office 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.

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

Monitors the local computer needs of the local office

Serve as a member of the local labor management team.

Oversee the operational goals of public assistance programs and requirements.

Monitor Internal controls

Duty 4

General Summary of Duty 4

% of Time 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 you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.**

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. Resolve crises issues that present for individuals and assure correct implementation of structures to safeguard the agency mission for clients and staff.

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

Decisions that would impact other work units in the department.

Decisions that would have impact on community agencies and other governmental agencies

- 18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.**

Responsibilities typically involve sitting, standing and bending.

- 19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)**

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
List all subordinates (FIM 13 and AP Supervisors)			

20. My responsibility for the above-listed employees includes the following (check as many as apply):

☒ Complete and sign service ratings.

☒ Assign work.

☒ Provide formal written counseling.

☒ Approve work.

☒ Approve leave requests.

☒ Review work.

☒ Approve time and attendance.

☒ Provide guidance on work methods.

☒ Orally reprimand.

☒ Train employees in the work.

21. *I certify that the above answers are my own and are accurate and complete.*

Signature

Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Agree

23. What are the essential duties of this position?

To function as second line managers overseeing financial assistance programs.

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

No changes.

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

This position is housed with a local office that administers the public assistance programs. This position functions as second line manager supporting this function.

26. In your opinion, 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:

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.

See Civil Service Job Spec for Alternate Education and Experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of public assistance programs.

Knowledge of MiBRIDGES system application processes and workflows.

Ability to communicate effectively with all levels of staff and management.

Knowledge of community resources providing assistance to families and individuals.

Knowledge of employee policies and procedures.

CERTIFICATES, LICENSES, REGISTRATIONS:

Candidates are subject to a MDHHS background check.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. *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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

None

29. *I certify that the entries on these pages are accurate and complete.*

Appointing Authority's Signature

Date