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-OAKLAND COUNTY
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** Outstate Operations
5. Working Title (What the agency calls the position) Family Independence Manager 15	**11. Section** Oakland County
6. Name and Position Code Description of Direct Supervisor KUHNE, SALLIE A; SOCIAL SERVICES DIVISION ADMIN	**12. Unit** Oakland County
7. Name and Position Code Description of Second Level Supervisor CARTER, TANISHA A; SOCIAL SERVICES DIVISION ADMIN	**13. Work Location (City and Address)/Hours of Work** 25620 W. 8 Mile Rd Southfield, MI 48033 / M - F, 8 - 5

14. General Summary of Function/Purpose of Position

This position functions as a second line manager directing and monitoring the work of a first line Family Independence Manager, Assistance Payments Supervisors, and other professional and non-professional staff in the Department of Health and Human Services local office. This position has responsibility of multiple work units. The position is responsible to ensure timely and accurate administration of department programs such as FIP, PASS, Food Assistance, Medicaid, State Emergency Relief, Child Day Care, State Disability Assistance and Emergency Services. The manager will provide direct support, direction and serve as the resource person to subordinate staff. The manager will monitor the progress of Department goals and objectives particularly related to payment accuracy, customer service delivery and collaboration with community agencies to enhance customer focus related to self sufficiency and strengthening families. The manager will assist with the integration of program support between Administrative Support, ITT and Fiscal Units to promote 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:** **45**

Program Management

Individual tasks related to the duty:

- Program development and policy implementation based on Federal and State welfare laws and regulations.
- Coordinate and assist with Federal, State and Legislative Audits.
- Develop, implement, and monitor corrective action plans in response to Federal, State and Legislative Audits.
- Develop, implement, and monitor operational and procedural changes to ensure accurate and effective implementation of policy and procedure changes.
- Train/instruct first line managers/supervisors on policies and procedures.
- Participate in Central Office meetings.
- Liaison for local office with Central Office, Economic Stability Administration and Program Coordination and Support.
- Analyze workflow to enhance efficiency and accuracy.
- Manages the Department program implementation through first line managers/supervisors.
- Approves policy exceptions.
- Completes monthly reports on production, standard of promptness, error rates, and service delivery to customers for use by Administrative Management.
- Case reading to ensure compliance with department policy and procedures.
- Monitor reports and statistical data to evaluate program outcomes.
- Oversee operational goals of PASS.

Duty 2

General Summary: **Percentage:** **35**

Staff Management

Individual tasks related to the duty:

- Direct activities of first line managers/supervisors to meet Department goals and objectives.
- Conducts staff meetings with first line managers/supervisors and staff.
- Monitors caseload management techniques and completed work assignments for accuracy and timeliness.
- Completes performance reviews and takes disciplinary action when necessary.
- Serves as a resource person to first line managers/supervisors and staff.
- Trains/instructs first line managers/supervisors relative to first line staff management including disciplinary action and customer service and employee relations.
- Interview, select, hire, train, and evaluate subordinate staff.
- Participate in the professional and career development of subordinate staff.
- Develops corrective action plans with subordinate staff when objectives are not met.
- Monitor subordinate achievement and compliance for department goals and objectives.
- Conduct individual conferences with subordinate staff.

Duty 3

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

Collaborations and Community Work

Individual tasks related to the duty:

- Serve as a resource person to first line managers/supervisors, local office staff, and the community.
- Represent local office through collaboration with community organizations.
- Make presentations to community groups.
- Develop and implement collaborative groups to move customers towards self sufficiency.
- Provide information to subordinate staff related to community resources.
- Resolve client, community, and legislative complaints.

Duty 4

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

Labor/Management Responsibility

Individual tasks related to the duty:

- Interpret labor contracts for subordinates.
- Participate in the local office Labor/Management meetings.
- Conduct Step-Two Grievance conferences.
- Conduct investigatory conferences.
- Training of and ensure compliance by first line manager/supervisor regarding EEO requirements.
- Ensure compliance with Civil Service Rules.
- Review and decision making of subordinate requests for Medical, Parental, Personal and Educational leaves of absences.
- Ensure compliance of Family Medical Leave Act requirements.
- Ensure work environment promotes health and safety.

Duty 5

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

Fiscal Management/Office Management

Individual tasks related to the duty:

- Monitor Department Funds.
- Monitor Internal Controls.
- Approve all SER Exceptions and Emergency Service Fund Requests.
- Payment reconciliation for FIP, FAP, Medicaid, SER, CDC, and State Disability Assistance.
- Coordinate staff training.
- Monitor equipment.

Duty 6

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

Other Management and Miscellaneous Duties.

Individual tasks related to the duty:

- Lead and/or participate in local office procedures to ensure optimum efficiency.
- Edit and revise customer and community correspondence.
- Meet operational needs of district office facility, when necessary.
- Coordinate with management team to assist with emergency situations.
- Participate with Administration in the planning of efficient and effective county/district operations.

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

Resolution of conflicts and confrontations with or between staff, customers, providers and other community representatives. Authorization of funding requests. Interpretation of policy for first line staff and managers/supervisor. Determination of appropriate disciplinary action. Development and implementation of local office procedures. Development and implementation of corrective action plans related to audits and/or individual managers/supervisors and staff.

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

Decisions that may impact other work units in the department.

Decision that may impact community agencies.

High visibility or media cases.

Resolution of conflicts between departmental program areas.

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.

Sitting, standing, bending, and walking.

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
BUTLER, MICHAEL	FAMILY INDEPENDENCE MGR-2 13	KILGORE, NIKKIA D	ASSISTANCE PAYMENTS SUPV-1 12
HARRIS, SHERICE L	DEPARTMENTAL ANALYST-E P11	MILLICHAMP, JACLYN	ASSISTANCE PAYMENTS WORKER-A 11

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?

New position

23. What are the essential functions of this position?

Second line program and staff management related to financial assistance programs.

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?

Local office financial assistance work area and this position is responsible for functioning as a second line manager overseeing financial assistance 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 in any major with at least 30 semester (45 term) credits in one or a combination of the following human services areas: social work, sociology, psychology, forensic psychology, education, community development, law enforcement, behavioral science, gerontology, special education, education of the emotionally disturbed, education of the gifted, family ecology, community services, family studies, family and/or child development, counseling psychology, criminal justice, human services, a human services-related counseling major, or interdisciplinary studies in social science. (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.

CANDACE EWING	10/9/2026
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**