State of Michigan
Civil Service Commission

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

Position Code
1. FAMNSPLE

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**
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** Economic Stability Administration
4. Civil Service Position Code Description Family Independ Specialist-E	**10. Division**
5. Working Title (What the agency calls the position) Family Independ Specialist-E	**11. Section**
6. Name and Position Code Description of Direct Supervisor VACANT	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor ;	**13. Work Location (City and Address)/Hours of Work** / Various

14. General Summary of Function/Purpose of Position

This position develops, implements, and monitors service plans designed to promote independence and self-sufficiency. Position is responsible to work directly with clients to assess their skills and strengths, identify client barriers to employment and develop strategies to remove those barriers, provide supportive services, provide follow-up monitoring and support in the self-sufficiency activities to empower the client. This position determines eligibility for financial assistance, food assistance, medical benefits and makes referrals to community resources. This position also refers identified clients to Michigan Rehabilitative Services (MRS) for pre-vocational and disability assessments, when warranted. This position is responsible to monitor client's activities to ensure that federal participation rates are met. Responsibilities includes monitoring client's life events to ensure appropriate adjustments are made to their case and employment participation requirements as needed. These services are provided to Michigan families in need of temporary assistance.

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: 50**

Provide ongoing case management and assist the applicant/recipient in identifying and developing plans for self-sufficiency. This includes frequent follow-up and monitoring to determine progress toward meeting federal TANF employment participation rates and the customer's individual self-sufficiency goals.

Individual tasks related to the duty:

- Interview, orientate and counsel applicant/recipients toward obtaining self-sufficiency. These interviews may take place in the local office, in the applicant's residence or in another predetermined community setting.
- Assist applicant/recipient in the evaluation and development of treatment objectives, including the development of a self-sufficiency plan.
- Assist applicant/recipient to identify and remove barriers to achieving self-sufficiency.
- Assist applicant/recipient in explaining and completing the Family Assessment Screening Tool (FAST).
- Develop, educate recipients and monitor the progress of the Family Self-Sufficiency Plan (FSSP), as needed.
- Assign mandatory activities to applicant/recipients that will prove to be beneficial in achieving self-sufficiency.
- Review and monitor the applicant/recipient progress in achieving self-sufficiency.
- Identify family problems/barriers that interfere with applicant/recipient participation in employment and training activities.
- Assess applicant/recipient family circumstances, work history and aptitude.
- Counsel applicant/recipient on how to handle difficulties encountered in employment and managing work and family responsibilities.

Duty 2

General Summary: **Percentage: 25**

Analyze the applicant/recipient circumstances and evaluate potential program eligibility and recommend the programs determined to be most beneficial to the applicant/recipient. Determine eligibility and authorize benefits for various assistance programs. Process changes as necessary on active cases. Provide or arrange for supportive services such as transportation, clothing, or other items needed to support the client's job activities.

Individual tasks related to the duty:

- Review the assistance application and determine which forms and verifications are needed to make a program eligibility determination. Prepare and distribute forms to applicant/recipient or associated third parties, as appropriate.
- Provide assistance to applicant/recipients in obtaining required verifications.
- Explain applicant/recipient's rights and responsibilities in addition to answering questions regarding the application process or department benefits.
- Authorize benefits by entering encoded data in departmental computer systems.
- Develop and effectively use a plan which establishes daily, weekly and monthly goals and priorities for the timely and accurate processing of all case work.
- Provide information and referral services to a myriad of organizations including: community food banks, area churches, Salvation Army, United Way or other community resources.

Duty 3

General Summary: **Percentage: 15**

Responsible for coordinating and representing the department at all necessary triage appointments when determining non-compliance with employment related activities. If "good cause" is determined during the triage appointment, update the

FSSP and refer recipient to all appropriate services. Notify recipients and implement all employment related sanctions when "good cause" does not exist.

Individual tasks related to the duty:

- Schedule and coordinate triage meetings when recipient has been non-compliant with employment related activities. Coordinate triage activities with Michigan Rehabilitation Services, Michigan Work First Agency and other applicable partners.
- Make final determination regarding whether or not "good cause" exists for recipients non-compliance with employment related activities.
- If "good cause" is determined to exist, the FIS is responsible for making appropriate referrals to relevant service providers.
- If "good cause" does not exist, the FIS is responsible for implementing case closure and recipient disqualifications, as appropriate.
- Responsible for updating the FSSP to reflect any actions taken on the case.

Duty 4

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

Other duties as assigned

Individual tasks related to the duty:

- Provide feedback to supervisors regarding potential program deficiencies or enhancements that will assist departmental programs in providing desired outcomes to recipients.
- Participate in staff meetings and workgroups designed to improve payment accuracy or increase employment participation rates when requested.
- Stay abreast of policy changes as needed to ensure a thorough understanding of relevant policies is retained.
- Represent the local office in a variety of meetings within and outside their service county
- Attend conferences pertaining to TANF participation rates and a variety of customer self-sufficiency topics

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

- Determines a variety of assignments required to be completed by applicants/recipients that will ultimately lead to self sufficiency or barrier removal.
- Provides final determination regarding whether or not "good cause" exists in regards to employment related disqualifications.
- Determines if information present is adequate to make program eligibility determinations and if adequate completes determinations.
- Determines what issues are elevated to the Income Support Program policy office to recommend policy changes
- Intercede with staff and partnering agencies on areas of difficulty that arise in order to provide notification of any employment related or enhanced procedures.
- Provide notification of employment related information to caseworkers to allow appropriate case actions to be taken.

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

- Issues affecting workloads of other units.
- Recommendations pertaining to county workload prioritization.

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.

Standard physical office environment. Travel may be required.

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):

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.

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 essential duties of this position are to provide case management and financial assistance program eligibility services to Family Independence Program recipients.

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?

This position is a part of the local office financial assistance work area. This position is responsible for case management of Family Independence Program cases.

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 service areas: social welfare, social work, sociology, psychology, family ecology, community services, family studies, family and child development, counseling and guidance, criminal justice, gerontology, special education, education of the emotionally disturbed, or education of the gifted.

EXPERIENCE:

Family Independence Specialist 9
No specific type or amount is required.

Family Independence Specialist 10
One year of professional experience equivalent to a Family Independence Specialist 9 or Services Specialist 9.

Family Independence Specialist P11
One year of professional experience equivalent to a Family Independence Specialist 10 or Services Specialist 10.

Alternate Education and Experience

Family Independence Specialist 9 - 12
One year of experience classified as a Departmental Analyst functioning as a Project Zero Coordinator and a bachelor's degree in any major may be substituted for the education requirement.

Five years of experience as an Assistance Payments Worker, Migrant Program Worker, and/or a Job Start Worker may be substituted for the education requirement.

Four and half years of Assistance Payments Worker, Migrant Program Worker, or Job Start Worker experience and one

year of college may be substituted for the education requirement.

Three years of Assistance Payments Worker, Migrant Program Worker, or Job Start Worker experience and two years of college may be substituted for the education requirement.

One and a half years of Assistance Payments Worker, Migrant Program Worker, or Job Start Worker experience and three years of college may be substituted for the education requirement.

One year of experience as an Assistance Payments Worker, Migrant Program Worker, or a Job Start Worker and a bachelor's degree in any major may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

As required by Civil Service

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.

Na

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

SHANIKA DENNIS — **Appointing Authority**

8/15/2019 — **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**