

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

Position Code 1. GNOFASTEN42R

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 DOC-JACKSON CENTRAL REGION
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Healthcare
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	10. Division Jackson Healthcare Office
5. Working Title (What the agency calls the position) General Office Assistant	11. Section
6. Name and Position Code Description of Direct Supervisor TURNER, ELIZABETH J; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor KISSAU, LORI R; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 4000 Cooper St., Jackson MI 49201 / Monday thru Friday 8:00 am to 4:30 pm

14. General Summary of Function/Purpose of Position

Liaison for the Social Work Department between inmates and administration. Assist inmates with assigning a durable power of attorney and following up on this paperwork, discuss concerns with inmates and their families to ensure desired outcomes. Attends care planning meetings and coordinates transfers of inmates from DWH to other institutions as a backup transfer coordinator. Other duties as assigned by the Social Workers. This position works 100% of the time in the secure area of Duane Waters Heath Center (DWH) with occasional work at C-Unit. This is a test designated position, subject to random drug and alcohol testing.

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: 60

Complete Durable Power of Attorney paperwork (DPOA)

Individual tasks related to the duty:

- Assist inmates with completing paperwork and education.
- Contacting family regarding DPOA
- Locating family for DPOA paperwork
- Tracking of DPOA

Duty 2

General Summary:

Percentage: 30

Liaison for the social work department between inmates and administration and work as assigned by the Social Worker.

Individual tasks related to the duty:

- Attends care planning meetings and coordinates transfers of inmates from DWH to other institutions as a backup transfer coordinator.
- Obtaining Releases of Information (ROI), Notice of Intents (NOI) for parole board hearings, and other signatures as instructed.
- Assist inmates with their phones to ensure proper working order through communication with the phone company/appropriate parties to change pins, change voice recognition, etc.
- Assists inmates with indigent paperwork.
- Scheduling phone conferences and coordinating meetings with providers, families, or representatives as needed.
- Arranging religious services as needed.

Duty 3

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Making copies.
- Filing
- Mailings
- Sorting Mail
- Ordering office supplies
- Typing letters

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

- Fixing inmate's phone problems through communication with phone company/appropriate staff.
- Communication with inmates, families, and staff in regard to this position description.

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

- Social Work-related tasks are delegated and directed by the Social Workers in the department.
- Transfers are directed by medical staff.

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, walking, computer usage, lifting boxes, bending to file, talking on telephone.
- Exposure to copy machines, fax machines, toner, telephones and office supplies.
- Direct contact with inmates.

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):

N Complete and sign service ratings.
N Provide formal written counseling.
N Approve leave requests.
N Approve time and attendance.
N Orally reprimand.

N Assign work.
N Approve work.
N Review work.
N Provide guidance on work methods.
N 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?

All duties as listed above are essential.

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

The duties have been recalibrated to support the Medicaid Project and to facilitate offenders access to program assistance thru MDHHS deferring as much cost for offender healthcare to Medicaid as possible and to ensure seamless transition of offenders back into the community.

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

This position is critical to operation of Medicaid project undertaken by the MDOC Bureau of Healthcare to apply for Medicaid for all MDOC offenders who qualify due to age or disability. This project is the result of several years' work and cooperation with the Michigan Department of Human Services, the Michigan Department of Community Health and MDOC vendors. The purposes of the Medicaid project is to defer as much cost for offender healthcare to Medicaid as possible and to ensure seamless transition of offenders back into the community. This position provides the clerical support for this vital project.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a high school diploma or GED certificate. Some college or post secondary education highly desirable especially related to medical records and medical terminology. Education typically acquired through completion of high school.

EXPERIENCE:

Experience sufficient to demonstrate possession of the knowledge, skills and abilities identified below. Experience working with medical records and medical terminology and work in correctional environment highly desirable

General Office Assistant 5

No specific type or amount of experience is required.

General Office Assistant 6

One year of administrative support experience.

General Office Assistant E7

Two years of administrative support experience, including one year equivalent to the intermediate level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Experience sufficient to demonstrate possession of the knowledge, skills and abilities identified below.

Experience working with medical records and medical terminology and work in correctional environment highly desirable

CERTIFICATES, LICENSES, REGISTRATIONS:

Excellent organizational ability. Excellent computer skills, ability to learn and use a variety of data bases, electronic medical records, spread sheets, word processing and electronic mail applications. Excellent telephone and communication skills. Ability to work independently and follow instructions.

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.

None

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

TAMMY BROWN

12/5/2025

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