

**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.**

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> Health and Human Services
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Organizational Services
<b>4. Civil Service Classification of Position</b> Human Resources Developer – 9-11	<b>10. Division</b> Office of Workforce Development & Training
<b>5. Working Title of Position (What the agency titles the position)</b> Public Assistance Trainer	<b>11. Section</b>
<b>6. Name and Classification of Direct Supervisor</b> Gaines, Ann-HRM-13	<b>12. Unit</b> Public Assistance
<b>7. Name and Classification of Next Higher Level Supervisor</b> Schneider, Laura, SAM-15	<b>13. Work Location (City and Address)/Hours of Work</b> Lansing or Detroit Monday – Friday (8:00 – 5:00)

**14. General Summary of Function/Purpose of Position**  
This position serves as a Public Assistance trainer responsible for training Eligibility Specialist, Family Independence Specialists, Family Independence Managers, and Assistance Payments Supervisors to ensure continual capacity to provide services in all statewide public assistance programs. This position is responsible for implementation of job functional training as well as engaging in analysis, design, development and evaluation activities related to public assistance training for both first line staff and management.

**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 35**

Assist in the design and development of training materials for the Assistance Payments programs.

**Individual tasks related to the duty.**

- Assist in the development and design content of training materials in collaboration with program office and field staff.
- Evaluates training materials for modification/implementation.
- Gathers information from policy manuals and other program specific related resources.
- Participates in the development of clear, concise, and accurate lesson plans, training guides, handouts, and audio-visual materials.
- Participates in the development of pre and post-testing material and other methods.
- Collaborates with program design staff to develop and implement computer application training material.

Duty 2

**General Summary of Duty 2**

**% of Time 35**

Implementation of Training

**Individual tasks related to the duty.**

- Presents assigned training for new Eligibility Specialists, Family Independence Specialists and other DHHS public assistance staff throughout the state using adult learning theory and techniques to enhance achievement of learning objectives.
- Apply knowledge of agency program requirements and BRIDGES eligibility determination system functionality to ensure effective training implementation.
- Facilitates small group work and experiential exercises to improve trainee job preparation and performance.
- Facilitates learning objectives through the appropriate use of audio-visuals such as videos, flip charts, overhead projectors, and computerized PowerPoint presentations.
- Partners with experienced staff to pilot new training initiatives.
- Sets up classroom appropriately and comfortable to facilitate learning.
- Employ effective classroom management techniques to maintain a collaborative learning environment.
- Demonstrates adequate knowledge of subject matter as necessary to present content of training in an organized and professional manner.
- Encourages information sharing, questions, class participation and discussion.
- Maintains appropriate eye contact and provides positive feedback to trainees.

Duty 3

**General Summary of Duty 3**

**% of Time 10**

MDHHS Assistance Payments Training Evaluation and Modification

**Individual tasks related to the duty.**

- Develops skills and knowledge of appropriate evaluation methods to assure training objectives are met.
- Measures training effectiveness by review of participant evaluations, program office feedback, pre/post tests, on the job evaluations, feedback from trainees, etc.
- Modifies training content, lesson plans, and training methods to incorporate trainee suggestions and policy changes, as needed.

**Duty 4****General Summary of Duty 4****% of Time 15**

Consultation and Collaboration.

**Individual tasks related to the duty.**

- Consults with Assistance Payments program office staff to discuss and evaluate policy.
- Consults with program and field staff to assess training needs as they relate to job performance.
- Deliver training or other developmental opportunities within Assistance Payments as a result of legislative or organizational emphasis.
- Collaborates with other trainers in a team approach to improve Assistance Payments training design and implementation.
- Actively participate in internal OWDT teams
- Serve as a liaison and OWDT representative to inter/intra-departmental committees, task forces, and workgroups.
- Prepare communications and provide technical assistance and consultation to supervision and management in response to inquiries from program offices, other bureaus/offices in the Department, client advocacy groups, local office staff and the general public.

**Duty 5****General Summary of Duty 5****% of Time 5**

Administrative, Logistical, and Other

**Individual tasks related to the duty.**

- Reserves training rooms, state cars, equipment, refreshments, etc., as needed for support of training sessions.
- Completes monthly reports, as required.
- Completes time and attendance reports, travel vouchers, and other documents accurately and in accordance with applicable policy.
- Completes other work as assigned.

**Duty 6****General Summary of Duty 6****% of Time** \_\_\_\_\_**Individual tasks related to the duty.**

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**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.**

Within training sessions, trainers make decisions regarding training content, materials, and methods necessary to promote learning and achieve training objectives. Work is self-directed or assigned by the manager according to operational need. In addition, trainers are responsible to decide how to handle problematic, disruptive trainees or trainees that are uninvolved or unmotivated within the training session. These decisions affect the trainees, individually and as a group. The overall success of the training presentation is also affected.

Policy interpretation, analysis, design, development, implementation, evaluation and reporting involve independent decision making. In addition, consultation with field staff experiencing problems related to program policies, systems, or management issues and questions asked in training require decision-making. Staff and Department customers are affected by

decisions.

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

Decisions regarding the purchases of materials, travel advances, and hotel contracts require supervisory approval. Monthly training schedules are approved by supervision. Modifications to the posted training schedule, site locations, or other scheduling changes require supervisory review and approval.

Decisions that significantly alter the content, objectives and goals of the training or significantly impact the design of the consultation. Decisions that impact travel, budget, or training requirements for the field. Decisions that are legally, politically or financially sensitive.

**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.**

Physical Activities: Standing, sitting, stooping, kneeling, crouching, stretching, reaching, lifting, carrying, walking, and bending. Physical demands of transporting supplies and equipment. Extensive driving. The troubleshooting of hardware, software and other equipment necessitate an ability to access the floor for electrical outlets and data ports

Environmental Conditions: Periodic exposure to cold, heat, inclement weather, driving long distances and on icy roads in the winter. There is a significant amount of traveling where some overnight traveling will be required.

**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>

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

☐ Complete and sign service ratings.

☐ Provide formal written counseling.

☐ Approve leave requests.

☐ Approve time and attendance.

☐ Orally reprimand.

☐ Assign work.

☐ Approve work.

☐ Review work.

☐ Provide guidance on work methods.

☐ 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?**  
Yes,

- 23. What are the essential duties of this position?**

This position serves as an Assistance Payments trainer who's responsible for planning, developing and conducting statewide training of Eligibility Specialist, Family Independence Specialists, Family Independence Managers, and Assistance Payments Supervisors to ensure continual capacity to provide services in all statewide public assistance programs. This position is responsible for implementation of job functional training as well as engaging in analysis, design, development and evaluation activities related to public assistance training for both first line staff and management.

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

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

The Office of Workforce Development and Training delivers high quality, specialized training to department and Private Agency employees in Child Welfare, Public Assistance, Adult Service, Leadership Development and other programs. This position delivers Public Assistance training.

- 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 in any major

**EXPERIENCE:**

- Two or more years of experience working in the MDHHS Public Assistance Programs including, but not limited to, the Family Independence Program, Food Assistance Program, and other Cash Assistance Programs available through the MDHHS.
- At least 2 years Bridges experience.
- Experience in classroom training facilitation.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of Department program requirements, systems requirements, competency expectations, and adult learning principles.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- None required.

***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.**

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

\_\_\_\_\_  
Appointing Authority's Signature

\_\_\_\_\_  
Date