

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

Position Code

1. HUMRDEVAB11N

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-DPT OF HUMAN SVC CNTL OF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Economic Stability Administration
4. Civil Service Position Code Description HUMAN RESOURCES DEV	10. Division Training Delivery Division
5. Working Title (What the agency calls the position) Human Resources Developer - Training Developer	11. Section Training Development
6. Name and Position Code Description of Direct Supervisor GAINES, ANN; HUMAN RESOURCES MGR-2	12. Unit Delivery Unit -1
7. Name and Position Code Description of Second Level Supervisor SCHNEIDER, LAURA A; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Lansing or Detroit / M-F; 8-5

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.

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

Conduct training of DHHS public assistance staff to implement program policy and procedures.

Individual tasks related to the duty:

- As a representative of OWDT, collaborate with field and program offices to identify the operational needs to be addressed through training, intervention, or other supports.
- Develop training content, performance objectives and performance measures on complex issues and public assistance job functions
- Participate in statewide professional conference or rollout planning and may research, contact, correspond, and negotiate deliverables with vendors and external training partners.
- Utilize OWDT protocols to conduct Analysis, Design, Development, Implementation and Evaluation of training for Eligibility Specialists, Family Independence Specialists and other DHHS public assistance staff.
- Apply knowledge of agency program requirements and BRIDGES eligibility determination system functionality to ensure effective training implementation.
- Conduct training throughout the state using adult learning principles and accelerated learning techniques to enhance learning.
- Facilitate individual and small group exercises to help trainees improve job performance by applying training concepts to their job duties.
- Use training aids such as videos, presentations, hard boards and flip charts to maintain trainee interest and facilitate learning.
- Employ effective classroom management techniques to maintain a collaborative learning environment.
- Schedule training sessions and reserve training rooms and equipment.
- Provide learning supports through pre-work, post-work, and targeted follow-up with trainees and their supervisors to enhance transfer of learning.

Duty 2

General Summary:

Percentage: 30

Conduct training of DHHS public assistance managers and supervisors in program-specific and leadership skills

Individual tasks related to the duty:

- Responsible to conduct Analysis, Design, Development, Implementation and Evaluation of training for Family Independence Managers, Assistance Payments Supervisors, and other DHHS public assistance staff serving in management roles.
- Assist training and field personnel involved in training projects, report activities, and make data-driven recommendations to management utilizing appropriate evaluation and feedback mechanisms
- Research industry standards and best practices related to effective leadership concepts and management techniques and apply to development and delivery of supervisory training.
- Apply knowledge of program-specific supervisory requirements to develop and deliver effective public assistance supervisory training.
- Conduct public assistance supervisory training according to OWDT training implementation standards and protocols.

Duty 3

General Summary:

Percentage: 10

Special Projects, Teaming, Collaboration, and Communication

Individual tasks related to the duty:

- Train non-standardized programs, both in public assistance and in areas according to operational need.
- Conduct training on specialized topics for select staff with specialized job functions
- Deliver training or other developmental opportunities within public assistance as a result of legislative or organizational emphasis
- Collaborate with partners and stakeholders to deliver services and performance support in multiple program areas
- Actively participate in internal OWDT teams

- Other duties as assigned
- 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.
- Other duties as assigned

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

Work is self-directed or assigned by the manager according to operational need. Decisions regarding managing the classroom environment are often made independently.

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 the supervisor's review.

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 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.

There is a significant amount of overnight traveling and the physical demands of transporting supplies and equipment. The troubleshooting or hardware software and other equipment necessitate an ability to access the floor for electrical outlets and data ports.

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):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> 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?

This position serves as 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.

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 provides statewide training to department and Private Agency employees in Child Welfare, Public Assistance, Adult Services, Leadership Development and other programs. This position delivers Public Assistance training.

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.

EXPERIENCE:

Human Resources Developer 9

No specific type or amount is required.

Human Resources Developer 10

One year of professional experience in planning, developing, conducting, or evaluating staff development, training, or other programs equivalent to a Human Resources Developer.

Human Resources Developer P11

Two years of professional experience in planning, developing, conducting, or evaluating staff development, training, or other programs equivalent to a Human Resources Developer, including one year equivalent to a Human Resources Developer 10

KNOWLEDGE, SKILLS, AND ABILITIES:

As required by Civil Service

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:**

n/a

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.

SHANIKA DENNIS

11/30/2021

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