

**State of Michigan
Civil Service Commission**

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

Position Code

1. HUMRDEVA

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 LICENSING AND REGULATORY AFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Community and Health Systems
4. Civil Service Position Code Description Human Resources Developer-A	10. Division Health Facility Licensing, Permits, and Support Division
5. Working Title (What the agency calls the position) Human Resources Developer	11. Section State Licensing Consultative Section
6. Name and Position Code Description of Direct Supervisor SCHEFKE, ANDREW J; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor HOSEY, HEATHER; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 611 W. Ottawa St., Lansing, MI / 8:00AM-5:00PM, Monday-Friday

14. General Summary of Function/Purpose of Position

The Human Resources Developer 12 serves as the statewide recognized resource for the Health Facility Access Training program. This position is responsible for the development and oversight of the training program. This position conducts needs assessments, surveys staff, develops standards, templates, initiatives and researches trends in the healthcare industry to implement and improve trainings to educate and provide consumer-focused information including regulatory requirements and consumer rights and processes such as understanding rights and filing a complaint to vulnerable populations being served by regulated facilities, agencies, programs, and individuals. Consumer groups include but are not limited to Deaf, DeafBlind, and Hard of Hearing individuals as well as an aged population and consumers with physical and behavioral limitations. This position also conducts comprehensive consultations, trainings, workshops, conferences and seminars for consumers and staff related to the mandatory federal and state requirements and evaluates regulations, laws, administrative rules, standards of practice and trends in the healthcare industry and provides suggested revisions to the laws, rules, and regulations, as well as proposed approaches to support healthcare industry challenges, to bureau management.

Regulated facilities, agencies, programs, and individuals include hospitals, hospices, nursing homes, homes for the aged, surgery centers, substance use disorder programs, qualified interpreters, nurse aides, and medication aides. Regulations include the Public Health Code, 1978 PA 368; Mental Health Code, 1974 PA 258; Deaf Persons' Interpreters Act, 1928 PA 204, applicable Executive Orders and State Administrative Rules.

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**

Serves as the recognized resource for the Health Facility Access Training Program for consumers of state regulated facilities, agencies, programs, and individuals. This position is responsible for the development and oversight of the training program. Conducts needs assessments, surveys staff, develops standards, templates, initiatives and researches trends in the healthcare industry.

Individual tasks related to the duty:

- Conducts needs assessments to determine, recommend and implement new training opportunities and improvements to existing trainings and materials. Needs assessments include attending on-site surveys and investigations conducted by field staff within regulated facilities and agencies.
- Leads interaction with field and facility staff, identifying training gaps, develops and implements new trainings.
- Surveys staff and consumers to identify training needs and informational program topics
- Navigates conflicting feedback through the training development process to finalization.
- Develops standards for interactive educational tools and tests them
- Develops and maintains training templates for internal protocol to include learning and delivery methods
- Develops initiatives for or instructs staff on techniques of training and best practices
- Researches trends in the healthcare industry to provide suggestions and implement modifications
- Determines whether training program meet acceptable standards as set by section, law and federal guidelines.
- Conducts surveys and analyzes information to prepare reports and correspondence related to the training program.

Duty 2**General Summary:****Percentage: 25**

Plans, develops and conducts comprehensive consumer consultations, trainings, workshops, conferences and seminars related to the mandatory federal and state requirements. Plans, develops and conducts comprehensive staff training and informational programs on consumer related issues and develops public information and educational resources.

Individual tasks related to the duty:

- Plans, develops and conducts comprehensive consumer consultations, trainings, workshops, conferences, seminars.
- Plans, develops and conducts comprehensive staff training and informational programs on consumer related issues with clearly stated goals and objectives to assure compliance and consistency.
- Responsible for consumer communications to support compliance and promote public health and safety.

Duty 3**General Summary:****Percentage: 10**

Research and analyze applicable statutes and administrative rules to determine training and information topics and to resolve concerns with training protocols. Implements training topics and solutions. Research, analyze and recommend related regulatory requirements and provides expertise to the bureau.

Individual tasks related to the duty:

- Research and analyze applicable statutes and administrative rules to determine training and information program consumer topics and content and assurance with state and national regulations
- Researches and interprets regulations and resolves concerns with survey protocols
- Research, analyze, and recommend consumer related regulatory requirements for proposed and existing state statutes and administrative rules under the jurisdiction of the bureau.
- Research, analyze, and provide expertise to the bureau on other state and national consumer statutes, standards, or regulations such as the Americans with Disability Act..

Duty 4**General Summary:****Percentage: 5**

Assists with the daily operations of the State Licensing Consultative Section and perform other duties as assigned.

Individual tasks related to the duty:

- Assists with daily operation of the State Licensing Consultative Section as assigned by section manager.
- Assists with developing and revising section or division-wide policies and procedures as assigned by section manager
- Represents the section, division, and bureau at various internal and external meetings and workgroups as assigned
- Prepares reports and correspondence as needed.
- Develops, maintains, and updates relevant portions of public web pages.
- Leads or assists with special project work as assigned by the section manager, division director, or bureau director.
- Other duties assigned.

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

This position Serves as the recognized resource for the Health Facility Access Training Program for consumers of state regulated facilities, agencies, programs, and individuals. This position is responsible for the development and oversight of the training program. The section, division, regulated facilities, agencies, programs, and individuals could be affected, as research, analysis, and reports generated will be used to develop or modify policies and procedures, as well as consultative services provided by the section, to ensure compliance with state requirements.

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

Decisions that require supervisor's review include circumstances where laws or rules are vague or undefined, as well as programmatic and administrative changes that may impact other areas of the division, bureau or department.

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.

Minimal physical activities required. The job requires minimum walking, standing, and reaching related to common office work and large community meetings.

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 Human Resources Developer 12 serves as the statewide recognized resource for the Health Facility Access Training Program. This position is responsible for the development and oversight of the training program. This position conducts needs assessments, surveys staff, develops standards, templates, initiatives and researches trends in the healthcare industry to implement and improve trainings to educate and provide consumer-focused information including regulatory requirements and consumer rights and processes such as understanding rights and filing a complaint to vulnerable populations being served by regulated facilities, agencies, programs, and individuals.

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

Establishment.

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

The Health Facility Licensing, Permits, and Support Division oversees a variety of regulatory programs and comprises a statewide training unit which provides training and support services to health facilities in the state of Michigan in an effort to improve patient care and facility regulatory compliance. The Human Resources Developer 12 serves as the statewide recognized resource for the Health Facility Access Training Program. This position is responsible for the development and oversight of the training program. This position conducts needs assessments, surveys staff, develops standards, templates, initiatives and researches trends in the healthcare industry to implement and improve trainings to educate and provide consumer-focused information including regulatory requirements and consumer rights and processes such as understanding rights and filing a complaint to vulnerable populations being served by regulated facilities, agencies, programs, and individuals. This position also conducts comprehensive trainings, workshops, conferences and seminars related to the mandatory federal and state requirements and evaluates regulations, laws, administrative rules, standards of practice and trends in the healthcare industry and provides suggested revisions to the laws, rules, and regulations, as well as proposed approaches to support healthcare industry challenges, to bureau management.

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 12

Three 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 P11.

Alternate Education and Experience

Human Resources Developer 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and techniques of staff development, training, and other programs.
- Knowledge of the theories of learning and motivation.
- Knowledge of planning and evaluating training and programs.
- Knowledge of various training and instructional materials and their uses.
- Knowledge of the methods of conducting training sessions.
- Ability to prepare and/or select training and program materials.
- Ability to communicate effectively with others.
- Ability to maintain favorable public relations.
- Ability to evaluate and assess staff development, training, and other programs, and recommend methods of improvement.
- Ability to plan, develop and conduct training sessions, workshops, conferences, seminars, and programs regarding staff development, training, and other programs.
- Ability to maintain records, and prepare reports and correspondence related to the work.

CERTIFICATES, LICENSES, REGISTRATIONS:

American Sign Language (ASL) Interpreter with Michigan Qualified Interpreter Certification, the Registry of Interpreters for the Deaf (RID) or certification in Board for Evaluation of Interpreters (BEI) preferred but other experience or training will be considered.

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.

PAIGE EMMONS

Appointing Authority

10/27/2025

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