

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

Position Code 1. SOCPMGR4

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-COUNTIES
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description SERVICES PROGRAM MGR-4	10. Division
5. Working Title (What the agency calls the position) Services Program Manager 15	11. Section
6. Name and Position Code Description of Direct Supervisor SOCIAL SERVICES DIVISION ADMIN	12. Unit
7. Name and Position Code Description of Second Level Supervisor STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Isabella County MDHHS Office, 1919 Parkland Drive, Mt. Pleasant, MI. / 8-5

14. General Summary of Function/Purpose of Position

In general duties involve day-to-day supervision, management, and interpretation of policy for all child welfare and adult services program areas. Program areas include; delinquency, adoption, foster care placement, foster home licensing, children & adult protective services, adult service placement.

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: 40

Train & supervise Child Welfare/Adult Supervisors, as well as cash assistance staff (as needed)

Individual tasks related to the duty:

- Provide new supervisor training and orientation
- Support skill development
- Review knowledge base through casework decision review
- Monitor effectiveness with staff and client through direct and collateral contacts.
- Consult with supervisors on unique or critical casework and program decisions
- Evaluate effectiveness of supervision through staff, agency and client contacts
- Advise on matters required and/or requested regarding critical casework and program decisions
- Build supervisor/unit effectiveness by teaching/supporting positive management techniques
- Conduct performance evaluations

Duty 2

General Summary:

Percentage: 10

Review and interpret policy for all child /adult welfare program functions.

Individual tasks related to the duty:

- Provide on-going interpretation of policy in place and new policy as issued that governs program functions
- Evaluate and monitor policy implications across program areas
- Anticipate and prepare for program impact of new policy

Duty 3

General Summary:

Percentage: 5

Personnel management activity related to the maintenance of staff in all work units for which responsible

Individual tasks related to the duty:

- Interviewing job candidates
- Hiring from employment lists
- Writing job descriptions
- Announcing position opening
- Monitor employee development programming
- Interpret and/or enforce employee employment rules and union dictates

Duty 4

General Summary:

Percentage: 15

Coordinate with other agencies and respond to special client problems.

Individual tasks related to the duty:

- Conflict resolution when problems are beyond the scope of casework and supervisory staff's ability to resolve.
- Interface functions between community and the department to ensure appropriate relationships to support service delivery.

Duty 5

General Summary:

Percentage: 15

Collect and interpret program data to support positive program function in areas of child welfare; quality control review of child welfare services being delivered to agency clients and the community; coordination and development of agency annual plan for all child welfare service areas.

Individual tasks related to the duty:

- Monitor and evaluate statistical reports from state office
- Evaluate local trends
- Develop mechanism for capturing pertinent program data
- Create positive program responses to data input
- Read case records
- Receiving feedback from agency clients
- Reviewing staff performance audits
- Monitoring community reaction/perception of services provided
- Developing/monitoringneeds assessment
- Making program decisions about agency priorities
- Analyzing year end program results

Duty 6

General Summary:

Percentage: 15

Participation in community based interagency councils and advisory groups with a focus on minimizing duplication of services, filling voids in existing service delivery systems.

Individual tasks related to the duty:

- Attend agency meetings
- Contribute agency knowledge to collaborative community planning
- Evaluate through community team participation internal child welfare program/enhancements.

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

Independent decision making regarding policy interpretation across child/adult welfare program areas including: Children's Protective Services, Foster Care, Foster Home Licensing, Adoption and Delinquency, Adult Services, Adult Protective Services. Casework decisions, work assignments, fiscal decisions, program design and monitoring.

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

Audit rules regarding certain fiscal expenditures.

Casework decisions with highly significant agency community implications.

Personnel matters regarding over all agency functioning.

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.

Normal office environment

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
	SERVICES PROGRAM MGR-3 14		SERVICES PROGRAM MGR-3 14
	SERVICES PROGRAM MGR-3 14		SERVICES PROGRAM MGR-3 14
	SERVICES PROGRAM MGR-3 14		SERVICES PROGRAM MGR-3 14
	SERVICES PROGRAM MGR-3 14		SERVICES PROGRAM MGR-3

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| Y | Complete and sign service ratings. | Y | Assign work. |
| Y | Provide formal written counseling. | Y | Approve work. |
| Y | Approve leave requests. | Y | Review work. |
| Y | Approve time and attendance. | Y | Provide guidance on work methods. |

Y Orally reprimand.

Y 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?

Overall administration, and second line supervision of the department Child Welfare and Adult Services programs.

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

Updating the position description to reflect correct minimum education and experience requirements and to reflect the newer MDHHS language throughout.

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

The function is to provide services to children, families, and adults where child/adult abuse or neglect is present or delinquency has occurred.

The position provides direction to the division.

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

EDUCATION:

Possession of a bachelor's or master's degree with a major in one of the following human services areas: social work, sociology, psychology, forensic psychology, education, community development, law enforcement, behavioral science, gerontology, special education, education of the emotionally disturbed, education of the gifted, family ecology, community services, family studies, family and/or child development, counseling psychology, criminal justice, human services, a human services-related counseling major, or interdisciplinary studies in social science.

OR

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 services areas: social work, sociology, psychology, forensic psychology, education, community development, law enforcement, behavioral science, gerontology, special education, education of the emotionally disturbed, education of the gifted, family ecology, community services, family studies, family and/or child development, counseling psychology, criminal justice, human services, a human services-related counseling major, or interdisciplinary studies in social science.

EXPERIENCE:

Services Program Manager 15 - 16

Three years of experience equivalent to a Family Independence Manager 12.

OR

Two years of experience equivalent to a Services Program Manager 13, General Services Program Manager 13 or Family Independence Manager 13.

OR

One year of experience equivalent to a Services Program Manager 14, General Services Program Manager 14 or Family Independence Manager 14.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service Job Specification.

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.

MADISON BURLINGAME

1/29/2025

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