

1. Position Code
ASPYSPV1

State of Michigan
Department of Civil Service
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.**

2. Employee's Name (Last, First, M.I.)	8. Department/Agency Department of Health and Human Services
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Field Operations
4. Civil Service Classification of Position Assistance Payments Supervisor 12	10. Division Outstate Operations
5. Working Title of Position (What the agency titles the position) AP Supervisor 12	11. Section
6. Name and Classification of Direct Supervisor \	12. Unit AP
7. Name and Classification of Next Higher Level Supervisor \	13. Work Location (City and Address)/Hours of Work \

14. General Summary of Function/Purpose of Position

The Assistance Payments Supervisor manages, directs, and monitors the activities of Eligibility Specialists in the Local Office. The Assistance Payments Supervisor provides support, direction and serves as a resource person to subordinate staff to ensure proper application of policies and procedures related to financial, medical, food assistance, and emergency assistance programs.

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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** 40

Provide ongoing supervision and direction to Eligibility Specialist staff.

Individual tasks related to the duty.

- Directs activities and provides assistance to Eligibility Specialists in the process of registration and eligibility determination of Medicaid, FAP, CDC, SER, and SDA.
- Evaluates performance and skill development of subordinate staff.
- Conducts staff meetings.
- Monitors staff workload, management techniques, and completed work assignments.
- Reviews subordinate staff casework to ensure accuracy and timeliness.
- Completes staff performance evaluations and takes disciplinary action when necessary.

Duty 2

General Summary of Duty 2 **% of Time** 30

Program Management.

Individual tasks related to the duty.

- Operationalizes the Medicaid, FAP, CDC, SER, and SDA programs, policies and procedures.
- Instructs staff on policies and procedures for the Medicaid, FAP, CDC, SER, and SDA programs.
- Analyzes work flow to ensure efficiency.
- Resolves issues with staff, as well as clients/customers.
- Participates in meetings with outside agencies.

Duty 3

General Summary of Duty 3

% of Time 20

Management of system issues.

Individual tasks related to the duty.

- Overall knowledge and ability to manage and assist staff in the utilization of Bridges.
- Troubleshoots for solutions of system issues.
- Refers Bridges problems to the Help Desk.

Duty 4

General Summary of Duty 4

% of Time 10

Other duties as assigned.

Individual tasks related to the duty.

- Maintains liaison relationship with community partners that provide service to the public.
- Represents the local office in outside capacities.
- Performs other duties as assigned by management.

Duty 5

General Summary of Duty 5

% of Time _____

Individual tasks related to the duty.

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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.

Interprets policy and determines training needs for subordinate staff. Determines appropriate disciplinary action for staff. Distribution of work load to staff. Resolution of issues for staff and clients/customers.

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

When decisions impact on other work units or set precedence.

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.

Responsibilities typically involve sitting, standing, and bending.

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>
TBD at least 2 or more	Assistance Payments Worker		

20. My responsibility 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.

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?**
New position.

- 23. What are the essential duties of this position?**
Position primarily functions as the supervisor over a unit of Eligibility Specialists.

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

- 25. What is the function of the work area and how does this position fit into that function?**
This position is located in the Local Office. The function of this position is to provide supervision to Eligibility Specialists who determine eligibility for the Medicaid, CDC, SER, and FAP programs.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Completion of two years of college (60 semester or 90 term credits).

EXPERIENCE:

Assistance Payments Supervisor 12 Three years of experience equivalent to an Assistance Payments Worker, including one year equivalent to an Assistance Payments Worker E10; or, Three years of experience equivalent to a Migrant Program Worker, including one year equivalent to a Migrant Program Worker E10; or, Three years of experience equivalent to a Family Independence Specialist, including one year equivalent to a Family Independence Specialist P11.

Alternate Education and Experience

Assistance Payments Supervisor 12

Educational level typically acquired through completion of high school and five years of experience equivalent to an Assistance Payments Worker, including three years equivalent to an Assistance Payments Worker E10 may be substituted for the education and experience requirements.

Two years of experience as an Assistance Payments Worker, Migrant Program Worker, or Family Independence Specialist in addition to one year of experience in one of the following related areas:

Resource Program Analyst or Departmental Analyst work as a Family Independence Program (FIP) analyst responsible for activities such as assessing legislation, developing program policy, applying policy in case reviews, or serving as a policy and case consultant. Examples include Temporary Assistance to Needy Families; Food Stamp Management Evaluation, or Food Assistance Management Evaluation.

Analyst in the county office functioning as a Project Zero Coordinator, Technical Assistance Team, JET Coordinator (closely involved in the local office application of FIP policy); or, Community Resource Coordinator (must have specific experience related to employment efforts, such as the previous Project Zero Coordinator working with the community in the development and implementation of employment initiatives.

Human Resource Developer providing Assistance Payments Worker, Family Independence Specialist, or FIP training.

Quality Control Analyst

KNOWLEDGE, SKILLS, AND ABILITIES:

As specified 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:

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