State of Michigan
Civil Service Commission

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

Position Code

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-KENT COUNTY
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)**
4. Civil Service Position Code Description Departmental Manager-2	**10. Division**
5. Working Title (What the agency calls the position) Program Accuracy Departmental Manager	**11. Section**
6. Name and Position Code Description of Direct Supervisor ORR, LISA; SOCIAL SERVICES DIVISION ADMIN	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor GEISEN, JAMES C; SOCIAL SERVICES DIVISION ADMIN	**13. Work Location (City and Address)/Hours of Work** 121 Martin Luther King Jr St SE Grand Rapids, MI 49507 / 8-5, varies

14. General Summary of Function/Purpose of Position

This Departmental Manager 13 position is responsible for managing the program accuracy unit. This position provides direct supervision to the employment and training coordinators and program accuracy analysts. In addition, this position oversees all training initiatives for Kent County, many which extend to the BSC 3 region as well. They are involved with Food Assistance Management Evaluation (FAME) review oversight, case read data analysis, and third level case read reviews.

As the Department Manager, this position is responsible for oversight of the local office trainings, with the outcome of increasing program accuracy upon benefit distribution. They are a key member of the Kent County management team in leading accuracy initiatives for all program areas.

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**

Serve as the manager, supervising staff and providing leadership to all direct reports.

Individual tasks related to the duty:

- Provide direct supervision of employment and training coordinators and program accuracy analysts and assigning case reads.
- Direct supervision of staff; monitor time and attendance, approve schedules, provide guidance and corrective action as necessary; issue work assignments and monitor completion
- Supervise, train, evaluate, and discipline immediate subordinates.
- Establish and administer unit recognition activities.

Duty 2

General Summary: **Percentage:** **25**

Assist with development, coordination, and implementation of all local office trainings including Kent County Training Academy, Food Assistance Management Evaluation (FAME) related trainings, payment accuracy trainings, and any additional training needs that are identified by the Kent County leadership team.

Individual tasks related to the duty:

- Review, modify, and approve training materials created by program accuracy analysts.
- Partner with Office of Workforce Development and Training (OWDT), Economic Stability Agency (ESA) program areas, etc. to ensure re-reading, training development/delivery, etc. are aligned with policy and resources are provided at the highest level possible.
- Analyze data from various reporting mechanisms and corrective action plans to drive training initiatives.

Duty 3

General Summary: **Percentage:** **25**

Oversee the program accuracy re-reads.

Individual tasks related to the duty:

• Assign re-reads to program accuracy analysts.
• Track and ensure all case reads are completed timely and accurately.
• Provide weekly updates on initial case read assignments for BSC3 Counties to keep the supervisors and local office leadership abreast of progression of read completion throughout the month.
• Provide reports to Kent County leadership to outline case read results for Kent, and for each county in BSC3, illustrating error trend analysis, and best practices. Share reports with BSC3 leadership.
• Complete third level spot checks.
• Provide internal third level spot re-read results to district manager.
• Collect data related to outcomes for all activities completed by the program accuracy analysts.

Duty 4

General Summary: **Percentage:** **5**

Participate in process improvement activities and meetings.

Individual tasks related to the duty:

- Continually review business processes and procedures, and implement changes as needed based on data analysis, program and policy changes, and resource shifts.
- Represent the program accuracy unit at meetings upon request.
- Attend meetings with Michigan Works Agency (MWA) to increase collaborative efforts and identify opportunities for collaboration amongst the two counties.

Duty 5

General Summary: **Percentage:** **5**

Oversee annual Food Assistance Management Evaluation (FAME) review.

Individual tasks related to the duty:

- Oversee the annual FAME Review as the main contact for Kent County.
- Develop and implement corrective action plans, as well as other audit processes as determined by the County Director.

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

Decisions related to staffing, staff assignments, and daily activities can be made independently.

Changes to existing work processes that impact internal work units can be made independently.

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

Changes that result in local office policy, procedural, or process must have supervisory approval.

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.

During trainings, may be standing for significant amounts of time.

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
MAJOR, MARY	DEPARTMENTAL ANALYST-E P11	WRIGHT, DIA M	DEPARTMENTAL ANALYST-E P11

Additional Subordinates

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

N	Complete and sign service ratings.	N	Assign work.
N	Provide formal written counseling.	N	Approve work.
N	Approve leave requests.	N	Review work.
N	Approve time and attendance.	N	Provide guidance on work methods.
N	Orally reprimand.	N	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 ensures local office trainings are completed with relevant and accurate information and is responsible for re-read oversight and development of the program accuracy analysts. They also oversee all FAME related activities; review data provided by program analysts and communicate and disseminate information regularly with the Kent County leadership team.

As the Departmental Manager, this position is responsible for the day-to-day operations of the Program Accuracy Unit. The primary focus of this position is to ensure re-reads are completed timely and accurately and that trainings are provided to increase program accuracy efforts.

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 local office is responsible for delivering accurate and timely benefits to applicants if they are deemed eligible. The program accuracy departmental manager supports these efforts through the oversight of case reads and trainings, to ensure benefits are issued timely and accurately.

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:

Departmental Manager 13 - 15
Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

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:

None

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.

None

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

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**