

**State of Michigan  
Civil Service Commission**

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

**Position Code**

1. DPTLTCHEY39R

**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.

<b>2. Employee's Name (Last, First, M.I.)</b> WILSON, JENOA A	<b>8. Department/Agency</b> MIL AFFR CENTRAL OFFICE
<b>3. Employee Identification Number</b> 1176050	<b>9. Bureau (Institution, Board, or Commission)</b>
<b>4. Civil Service Position Code Description</b> DEPARTMENTAL TECHNICIAN-E	<b>10. Division</b> Strategic Outreach
<b>5. Working Title (What the agency calls the position)</b> Community Health Technician	<b>11. Section</b> Mental Health & Suicide Prevention
<b>6. Name and Position Code Description of Direct Supervisor</b> HOOVER, ERIKA D; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> JONES, LEXIS L; STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 3423 N. Martin Luther King Jr. Blvd. Building 32 Lansing, MI 48906 / Monday - Friday 8 AM - 5 PM or as needed

**14. General Summary of Function/Purpose of Position**

This position will be the primary point of contact for veterans and their families seeking mental health assistance from the Michigan Veterans Affairs Agency (MVAA). This position will receive complex callers from the MVRSC regarding requests involving mental health related issues or case management related to social determinates of health to the Community Health Technician. The Community Health Technician will serve as the case manager and utilize their cross-agency training from the MDHHS Walking with Warriors program to complete a baseline mental health screening and analyze results of such screening to determine which applicants are eligible and appropriate for more extensive services offered by the MDHHS Walking with Warriors Veteran Navigators and Peer Support Specialists (e.g., serious mental illness/serious emotional disturbance/substance use disorder related). Through their analysis and subsequent determination, the Community Health Technician will work with the individual and applicable partners to ensure an appropriate, complete, compassionate referral to the appropriate organization for external action. The Community Health Technician will also serve as a case manager on non-mental health related services to ensure proper health services are secured and serve as a liaison on the Governors Challenge for the MVAA.

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**

Ensure that all Michigan veterans, reaching out for assistance, including those with Other Than Honorable (OTH) discharges of military service or who may not qualify for services via the VA, are triaged and connected to mental health services and support.

**Individual tasks related to the duty:**

- Collect data and analyze caller's needs to determine next steps including administration of a baseline mental health screening.
- Determine veterans' interest in VA benefit programs.
- Determine veteran interest in VHA. (By asking every caller to 1-800-MICH-VET if they are enrolled into the Veterans Health Administration and if not could a member of MVAA share their name and phone number to the Health Eligibility Specialist at their local VA Medical Care Facility).
- Administer a Columbia Suicide Severity Rating Scale (C-SSRS) and Patient Health Questionnaire-9 (Training provided by Veterans Health Administration) with each veteran/caller.
- Provide caller with resources to achieve resolutions, such as direct referral to external organizations, sending materials via email or providing direct contact numbers to service providers.
- Identify any additional needs that the veteran and his/her family may have through effective questions that have been identified as tools for obtaining information from the caller in a timely and holistic manner.
- Refer the veteran to appropriate resources (Veteran Navigator, Buddy to Buddy mentor, 211, Veteran Crisis Line, Suicide Hotline, MDHHS, etc.) during the call and ensure that information has been received adequately by the caller.
- Serve as the case manager for services to all county offices that administer the Michigan Veterans Trust Fund emergency grant program.
- Respond to inquiries regarding functions, rules, regulations, and policies from staff, Legislators, Federal and State Agencies, and members of the public in the caller's direct area, such as county, city and state officials/political leadership as needed.
- Answer veterans' inquiries regarding service-related information and refer them to other agencies as appropriate.

**Duty 2**

**General Summary:**

**Percentage: 25**

**Mental Health Liaison**

**Individual tasks related to the duty:**

- Serve as the liaison between the MVAA, MDHHS, and other state agencies/departments that address veterans' health, and welfare by disseminating information in a timely manner and analyzing such information to determine the eligibility of callers.
- Function as a continuous liaison between MVAA and local community organizations regarding mental health and welfare of veterans. Lead coordinating activities between MVAA and other state agencies/departments regarding veterans' mental health, welfare, and resiliency.
- Develop collaborative partnerships and offer workshops and share best practices or provide professional development training sessions between local, state, and federal agencies and non-governmental agencies related to veterans' mental health, welfare, and resiliency.
- Work as a team member with the MHSP team to resolve cross-over issues and improve services for veterans in various areas of addressing mental health.

**Duty 3**

**General Summary:**

**Percentage: 25**

Research additional support services or programs and identifies items that currently do not have bandwidth for but would find beneficial for the MVTF/MVRSC and support more veterans connecting to earned benefits (e.g., special projects, targeted outreach etc.).

**Individual tasks related to the duty:**

- Research veterans mental health benefits and eligibility to develop supplemental knowledge base.
- Review electronic notifications from other State agencies and determine eligibility for the MVRSC knowledge base and add to the knowledge base as applicable.
- During an inquiry, research the issue for existence in the available knowledge bases. If not, research and determine appropriate course of action and add to the knowledge base as applicable. Identifies and attends VA mental health messages, webinars, and workshops designed to keep service providers informed on changes and services available through the VA health system.

**Duty 4**

**General Summary:**

**Percentage: 10**

**Other tasks as assigned**

**Individual tasks related to the duty:**

- Attend necessary trainings that may be national, local, or statewide depending on budget and program needs.
- Attend veteran mental health related meetings conducted at the local, and state levels, to develop knowledge base and possible share with other service providers.
- Assist and/or plan mental health workshops that support veterans' mental health, welfare, and resiliency with a special emphasis on National Guard, incarcerated veterans, and special/minority veterans at higher risk of suicide.
- Provide project support/development for MVAA and act as a "subject matter expert" in the development of materials focused on mental health as needed.
- Operate basic office equipment and software including copy machine, fax, multi-phone line system, calculator, and microfiche, client tracking database systems or other identified support computer systems as directed.

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

Utilizing baseline mental health screenings and determining which applicants are eligible and appropriate for more extensive services offered by the Link2Life program. Working within the team to determine the best fit for a warm hand-off to a Veteran Mentor.

Other referrals for non-mental health may result in additional referrals to a Veteran Service Officer (VSO). Also, identified factors may result in an elevation of a case and may affect the time it takes to get an answer for a veteran seeking specific direction and guidance with either a mental or non-mental health issue.

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

Decisions beyond the scope of authority delegated to the position. Any decision that has an impact on MVAA's budget or operates outside the established procedures of the Veteran Resource Service Center. Other reviews may stem from deviations of set hours or work location. Additional information may also be directly given by supervisors as needed.

**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.**

This position requires the technician to operate a phone, headset and computer for multiple hours while sitting or standing. Physical effort includes sitting, standing, stooping, kneeling, reaching, lifting, carrying, walking, and bending. The environmental conditions are those typically associated with an 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.**

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 - management developed PD.

**23. What are the essential functions of this position?**

This position will be the primary point of contact for veterans and their families seeking mental health assistance from the Michigan Veterans Affairs Agency (MVAA). This position will receive complex callers from the MVRSC regarding requests involving mental health related issues or case management related to social determinates of health to the Community Health Technician. The Community Health Technician will serve as the case manager and utilize their cross-agency training from the MDHHS Walking with Warriors program to complete a baseline mental health screening and analyze results of such screening to determine which applicants are eligible and appropriate for more extensive services offered by the MDHHS Walking with Warriors Veteran Navigators and Peer Support Specialists (e.g., serious mental illness/serious emotional disturbance/substance use disorder related). Through their analysis and subsequent determination, the Community Health Technician will work with the individual and applicable partners to ensure an appropriate, complete, compassionate referral to the appropriate organization for external action. The Community Health Technician will also serve as a case manager on non-mental health related services to ensure proper health services are secured and serve as a liaison on the Governors Challenge for the MVAA.

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

The essential duties of this position have not changed. The changes include minor verbiage updates to reflect a change in program partners since the PD was originally established in 2022, minor updates to procedures within the grant, and incorporating a larger team for referrals.

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

The Community Health Technician must not only know and understand the programs and range of benefits available for all veterans calling about mental health concerns, but the complex eligibility criteria for each program which include but are not limited to, an understanding of program requirements and how the length of service, geographic assignment and how a disability rating may impact eligibility. The Community Health Technician will work with the Link2Life Program Analyst, Veteran Mentors, the Mental Health & Suicide Prevention team, MVRSC, and other identified collaborative agencies to develop solutions for veterans and their family members with mental health or related issues.

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

**EDUCATION:**

Education typically acquired through completion of high school.

**EXPERIENCE:**

**Departmental Technician 7**

One year of experience performing administrative support activities equivalent to the 7-level in state service.

**Departmental Technician 8**

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

**Departmental Technician E9**

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

**Alternate Education and Experience**

**Departmental Technician 7**

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

**Departmental Technician 8**

Possession of a Bachelor's degree may be substituted for the experience requirement.

**Departmental Technician E9**

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of the procedures, laws, regulations, and rules related to the work. computer skills (WORD, PPT, EXCEL, OUTLOOK). Skills in writing, data analysis, presenting, and working with people. Excellent communication skills. Ability to make independent decisions, problem solve, seek answers, work in a team and work on and prioritize multiple tasks. Ability to maintain favorable public relations and communicate effectively.

**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.***

HANNAH SCHULER

Appointing Authority

9/10/2025

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.***

JENOA WILSON

Employee

Date