State of Michigan
Civil Service Commission

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

Position Code
1. ASTPWKRA

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-MUSKEGON COUNTY
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** Field Operations Administration
4. Civil Service Position Code Description Assistance Payments Worker-A	**10. Division**
5. Working Title (What the agency calls the position) Assistance Payments Worker 11	**11. Section**
6. Name and Position Code Description of Direct Supervisor MERLINGTON, TASHA A; FAMILY INDEPENDENCE MGR-4	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor KIDD, DONATA M; SOCIAL SERVICES DIVISION ADMIN	**13. Work Location (City and Address)/Hours of Work** 2700 Baker Street Muskegon Heights, MI 49444 / Varied 8-5

14. General Summary of Function/Purpose of Position

In conjunction with the Family Independence Manager or Assistance Payments Supervisor, will instruct staff in ongoing case maintenance skills; in the determination of eligibility for Food Assistance, child day care, medical benefits, State Disability Assistance, and SER; including appropriate referrals to community services. This position will also be responsible for reading cases of employees who determine and maintain eligibility.

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:** **30**

Review written case record materials both for accuracy, determination, and appropriate case planning and services delivery. Identify error trends.

Individual tasks related to the duty:

- Completes case readings for staff to monitor work for completeness and accuracy.
- Provides assistance to staff on navigating agency policy and reference guides, computer applications, and community referral services.
- Oversee the work of the ES staff by making and reviewing work assignments, establishing priorities, coordinating activities, and resolving related work problems.
- Identify error trends by assessing and identifying areas where policy is not being applied accurately.
- Follow up with required case reading activities with staff.

Duty 2

General Summary: **Percentage:** **30**

Provide individual and small group training to staff.

Individual tasks related to the duty:

- Identifies training needs of staff.
- Researches existing training or develops specific training for staff.
- Conducts training with groups or individuals for FAP, SDA, SER, MA, CDC, Direct Support Services and caseload maintenance.
- Prepare desk aids for staff use.
- Develops reports to identify training needs and staff training completion for FIM's.
- Assist staff in the use of automated systems.

Duty 3

General Summary: **Percentage:** **35**

Provide ongoing caseload maintenance services to families applying for and receiving the following benefits: Food Assistance, CDC, Medical Benefits, SDA, and SER.

Individual tasks related to the duty:

- Interviews applicants and recipients to obtain information necessary to make eligibility determinations; conducts initial intake interviews and/or periodic case review interviews.
- Computes applicants' and recipient's budgets for assistance in the areas of food assistance, financial, medical, day care, and state emergency relief using manual and automated systems.
- Completes all eligibility determinations/actions as required for pending work on un-covered/vacant caseloads.
- Assists with backlog cases that include case openings, recertifications, budget changes, case closures and denials etc.

Duty 4

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

Other duties as assigned by management.

Individual tasks related to the duty:

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

- Decisions requiring community resource referrals.
- Assessments of staff needs for specific training interventions.
- Initiate negative actions on cases.
- Apply program policy and procedures.
- Independent case reads.

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

- Work with FIM to design appropriate individual training opportunities for staff.
- Identify targeted case reviews in conjunction with FIM.
- Forward written review outcomes for FIM review.
- Overdue case read corrections to determine action(s) needed to make corrections requested on cases.
- Assignments of caseload coverage

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.

Use of computer.

Sitting

Kneeling to pull and file cases.

Carrying files.

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

Additional Subordinates

At least 2 Assistance Payments Workers will report.

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?

New position

23. What are the essential functions of this position?

In conjunction with the Family Independence Manager, will instruct staff in ongoing case maintenance skills; in the determination of eligibility for Food Assistance, child day care, medical benefits, State Disability Assistance, and SER; including appropriate referrals to community services. This position will also be responsible for reading cases of employees who determine and maintain eligibility.

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?

Determine eligibility of clients seeking assistance in one or more programs offered by MDHHS and provide ongoing assistance to clients participating in one or more of the MDHHS Programs. In addition to directly determining eligibility for MDHHS financial assistance programs, the lead worker will provide one on one coaching and training to staff as they are processing eligibility, doing resource referrals and assisting in the department mission.

26. 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 Worker 11
Three years of experience equivalent to an Assistance Payments Worker, including one year equivalent to an Assistance Payments Worker E10; Three years 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 Worker 8 - 11
Four years of administrative support experience in a human services or office setting, including two years equivalent to the experienced (E7) level, may be substituted for the education requirement.

Completion of one year of college (30 semester or 45 term credits) and three years of administrative support experience in a human services or office setting, including one year equivalent to the experienced (E7) level, may be substituted for the education requirement.

Three years of Home Aide experience, including one year equivalent to a Home Aide E8, may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of MDHHS Financial Assistance Programs.

Knowledge in the use of BRIDGES system.

Organizational Skills.

Effective communication.

Ability to work with others.

CERTIFICATES, LICENSES, REGISTRATIONS:

See Job Specification

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.

MALLORY SMITH | 10/8/2026

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**