

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

Position Code

1. BUREADMA48N

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-DPT OF HUMAN SVC CNTL OF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Child Support
4. Civil Service Position Code Description STATE BUREAU ADMINISTRATOR	10. Division
5. Working Title (What the agency calls the position) Child Support Director	11. Section
6. Name and Position Code Description of Direct Supervisor INGERSOLL, JEAN; CHIEF ADMINISTRATIVE OFFICER	12. Unit
7. Name and Position Code Description of Second Level Supervisor HERTEL, ELIZABETH, DIRECTOR	13. Work Location (City and Address)/Hours of Work Lansing, MI / Monday-Friday, 8am-5pm

14. General Summary of Function/Purpose of Position

The Director of Child Support provides leadership and direction to the Michigan Child Support Program. The Program is a cornerstone of DHHS' mission to promote child welfare, individual responsibility, self-sufficiency and family independence. Child Support is a federal and state mandated program. It is legislatively established as a single statewide administrative entity. The performance of the Child Support Program has significant impact on state revenues. Child Support programs and services are delivered, in part, directly by departmental staff, indirectly as a function of cooperative reimbursement agreements with local prosecuting attorney and friend of the court staff, and through contracted services with private sector vendors. The program serves both public assistance and non-public assistance clients. It impacts the activities of employers, financial institutions and hospitals and health care providers across Michigan and nationally. The program also impacts the operations of several operating units within DHHS (e.g. Economic Stability and Children's Services) as well as other state agencies (e.g. Treasury, Corrections, unemployment, DTMB). The director of Child Support is also responsible for the ongoing development and implementation of a major, federally mandated and certified, automated system and the State Disbursement Unit.

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

Serves as chief spokesperson for the Office of Child Support advising the Director of DHHS, Executive Office, State Court Administrator, state administrators, legislative office holders, commissioners, county officials, stakeholder organizations, program partner associations, and the public regarding program accomplishments, plans, initiatives, performance, requirements, and laws.

Individual tasks related to the duty:

- Under general executive guidance, develops and represents the department's position, priorities and direction for the statewide child support program.
- Initiates statewide strategic planning with program partners to ensure federally and state mandated plans are accomplished and program performance goals are established and monitored to ensure maximum effectiveness and efficiency.
- Confers as necessary with various federal, state, and local officials on issues related to administration and operation of the child support program.
- Develops and directs programmatic linkages within DHHS to ensure broad program support, coordination and cooperation, and avoid duplication of effort and counterproductive activities.
- Confers with external entities critical to successful implementation of the program including State Court Administrator, Prosecuting Attorneys' Association, and Friend of the Court Association.
- Takes appropriate action to generate public support for the Child Support Program and individual initiatives and/or components within the overall Program.
- Responds to media, official and public inquiries for information, explanations and/or justifications for program operations and outcomes.

Duty 2

General Summary:

Percentage: 30

Oversees development and delivery of statewide child support services and program operations including direct delivery of services by departmental staff and contracted services by county staff and private sector vendors such as, MiCSES, SDU, centralized operation within OCS, customer service and case management.

Individual tasks related to the duty:

- Oversees development of policies and procedures used program wide by state staff, county staff and third-party staff.
- Oversees development, implementation and federal certification of multi-million dollar automated child support enforcement systems.
- Oversees program evaluation activities including audits, self-assessment, and performance measurement/management to guide and direct development of improvement plans, corrective action plans, and strategic plans designed to optimize program outcomes by increasing program efficiency and effectiveness.
- Oversees design and implementation of systems, processes, and practices that ensure appropriate accountability for program resources and facilitate mandated reporting requirements.
- Directs the planning for and development of statewide and program-wide quality standards, target program outcomes, service innovation, best-practice achievements, and public-policy leadership initiatives.
- Participates in and contributes to activities and analysis to resolve complex program issues and sensitive, precedent-setting situations involving case-specific scenarios as well as programmatic applications and interpretations of laws, rules regulations.

Duty 3

General Summary:

Percentage: 15

Organizes and administers the activities of the Office of Child Support including hiring and deploying staff resources; developing budgets and allocating fiscal resources; and procuring, allocating, and accounting for necessary tools, supplies and equipment at multiple work locations including regional/county offices.

Individual tasks related to the duty:

- Oversees development of multi-million dollar budgets involving multiple funding streams and complex allocations rules and regulations.
- Directs the staffing of Program operations and business units ensuring compliance with federal, state and departmental rules and regulations regarding human resource management.
- Directs development of systems, processes, and practices to ensure compliance with all state and federal competitive? procurement rules and regulations, and properly account for all expenditures of child support program funds.
- Lobbies for program resources among other departmental and state priorities.
- Authorizes expenditures and approves recommended tool, supply and equipment specifications in accordance with departmental and state fiscal management standards.
- Takes actions to resolve sensitive and complex situations involving staff, allocation of resources, and competing priorities and interests.

Duty 4

General Summary:

Percentage: 5

Directly supervises professional staff and provides administrative oversight to lower-level supervisors of professional and nonprofessional staff.

Individual tasks related to the duty:

- Approves and authorizes attendance, schedules and leave requests.
- Takes corrective action as necessary to ensure quality performance, required productivity and appropriate conduct.
- Makes work assignments and monitors performance of subordinates for timeliness and quality work.
- Participates with subordinates in development of performance and career goals.
- Advises subordinate supervisors regarding difficult and sensitive supervisory and human resource management issues.

Duty 5

General Summary:

Percentage: 10

Performs various office management and administrative duties to ensure the timely flow of information and documents through the IV-D Director's office.

Individual tasks related to the duty:

- Reads and reviews documents, correspondence and reports concerning program and office operations, management and administration.
- Edits and contributes to development of documents, correspondence and reports for both internal and external audiences.
- Approves, authorizes and signs various documents, correspondence, forms, and reports.
- Sends and retrieves e-mail communications.
- Attends and participates in meetings.
- Maintains current knowledge of child support public policy, leadership and management principles, and administrative practices.

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

Decisions regarding Child Support Program priorities; deployment of resources within the Office of Child Support and the deployment of resources in the form of technical assistance to county program partner agencies; and decisions regarding approval of program performance indicators for contract reimbursements or payments.

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

Highly sensitive political issues; timing on release of both positive and negative program performance information; precedent-setting situations that impact multiple MDHHS divisions, and/or other state agencies.

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.

Standard office/desk environment. Regular statewide, regional and national travel is required.

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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
KERNS, KIMBERLY A	DEPARTMENTAL SPECIALIST-3 14	HAYSLIP, VICTORIA	EXECUTIVE SECRETARY-1A 11
BROUGHTON, IAN M	STATE ADMINISTRATIVE MANAGER-1 15	BUTLER, SONYA T	STATE ADMINISTRATIVE MANAGER-1 15
BOWMAN, MONICA	STATE DIVISION ADMINISTRATOR 17	TRIVEDI, PRATIN R	STATE DIVISION ADMINISTRATOR 17
ADRIAN, MICHAEL C	STATE DIVISION ADMINISTRATOR 17		

Additional Subordinates

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

- | | |
|--|---|
| <input checked="" type="checkbox"/> Complete and sign service ratings. | <input checked="" type="checkbox"/> Assign work. |
| <input checked="" type="checkbox"/> Provide formal written counseling. | <input checked="" type="checkbox"/> Approve work. |
| <input checked="" type="checkbox"/> Approve leave requests. | <input checked="" type="checkbox"/> Review work. |
| <input checked="" type="checkbox"/> Approve time and attendance. | <input checked="" type="checkbox"/> Provide guidance on work methods. |
| <input checked="" type="checkbox"/> Orally reprimand. | <input checked="" 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.

23. What are the essential functions of this position?

The Director of Child Support provides leadership and direction to the Michigan Child Support Program. The Program is a cornerstone of DHHS' mission to promote child welfare, individual responsibility, self-sufficiency and family independence. Child Support is a federal and state mandated program. It is legislatively established as a single statewide administrative entity. The performance of the Child Support Program has significant impact on state revenues. Child Support programs and services are delivered, in part, directly by departmental staff, indirectly as a function of cooperative reimbursement agreements with local prosecuting attorney and friend of the court staff, and through contracted services with private sector vendors. The program serves both public assistance and non-public assistance clients. It impacts the activities of employers, financial institutions and hospitals and health care providers across Michigan and nationally. The program also impacts the operations of several operating units within DHHS (e.g. Economic Stability and Children's Services) as well as other state agencies (e.g. Treasury, Corrections, unemployment, DTMB). The director of Child Support is also responsible for the ongoing development and implementation of a major, federally mandated and certified, automated system and the State Disbursement Unit.

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

Updating position description for recruitment purposes. No changes have been made to this position's duties and responsibilities.

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

No changes have been made to this position's duties and responsibilities.

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. Preference may be given to degree with human services and/or public administration.

EXPERIENCE:

State Bureau Administrator 18

Two years of professional managerial experience.

Alternate Education and Experience

State Bureau Administrator 18

Education level typically acquired through completion of high school and three years of safety and regulatory or law enforcement supervisory experience at the 14 level; or, two years of safety and regulatory or law enforcement supervisory experience at the 15 level, may be substituted for the education and experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

N/A

**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.

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