

State of Michigan
Civil Service Commission
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 Human Services
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Policy and Compliance
4. Civil Service Classification of Position Disability Examiner Manager 13	10. Division Disability Determination Service
5. Working Title of Position (What the agency titles the position) District Manager	11. Section
6. Name and Classification of Direct Supervisor State Administrative Manager 15	12. Unit Examiner District
7. Name and Classification of Next Higher Level Supervisor Social Services Division Administrator 17	13. Work Location (City and Address)/Hours of Work Work hours are 7:00am-6:00pm, M-F

14. General Summary of Function/Purpose of Position The District Manager is responsible for assuring that district personnel meet agency production and quality standards for adjudication of Social Security and SSI disability claims by the correct application of policy and procedural guidelines established by law and by agency policy and by establishing working relationships with the SSA District Office, the medical community and other public and private organizations.

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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 25

Responsible for providing supervision for an examiner district.

Individual tasks related to the duty.

- Supervises disability examiners, providing assistance and policy interpretation for the development, follow-up and adjudication of claims.
- Consults with other area office and agency managers.
- Consults with agency medical consultants & their managers.
- Consults and problem-solves with all areas of clerical operations.
- May supervise and train a disability assistant assigned to the district.
- Plans and coordinates the activities of the district; determines work priorities to achieve objectives; conducts regularly scheduled staff meetings for discussion, problem-solving, dissemination of information, and instruction on the implementation of new procedures.
- Supervises and consults with the district lead worker(s).

Duty 2

General Summary of Duty 2

% of Time 30

Responsible for monitoring production and quality standards for the district. Responsible for maintaining records of developmental trends, errors for the district and for individual staff members, in order to identify training needs and to provide periodic reports to upper management.

Individual tasks related to the duty.

- Conducts reviews of a sample of all the district's claims at various stages of development to insure compliance with agency policy.
- Conducts reviews on a sample of cases at end of line to assess documentation and decisional accuracy.
- Reviews QA returns and is responsible for assuring all deficiencies are corrected.
- Analyzes results of statistical reports, quality assurance and ODP feedback to identify problem areas, trends and need for special studies and training.
- Responsible for case reviews and / or monitoring case reviews done by the lead workers(s) by reviewing a sample of their reviews and providing feedback..
- Provides feedback to the examiner involved on all reviews done .
- Summarize findings in memos to upper management as appropriate.

Duty 3

General Summary of Duty 3

% of Time 5

Responsible for monitoring and maintaining cost development of claims to provide quality decisions within budget allocations.

Individual tasks related to the duty.

- Monitors approval of consultative examinations and reviews statistical data to achieve resource utilization goals.
- Monitors problems with missed CE appointments in order to maintain agency goals.
- Approves unusual expenditures related to case development.

Duty 4

General Summary of Duty 4

% of Time 5

Responsible for providing training and mentoring.

Individual tasks related to the duty.

- Informal individual training done to new or experienced staff.
- Give presentations to new or experienced examiners and medical staff.

Duty 5

General Summary of Duty 5

% of Time 5

Prepares staff evaluations.

Individual tasks related to the duty.

- Writes regular evaluations for all district staff.
- Provides verbal and written counseling for staff when needed.
- Provides discipline to staff as appropriate.

Duty 6

General Summary of Duty 6

% of Time 3

Identify individuals with interest in career advancement.

Individual tasks related to the duty.

- Provide interested staff with responsibilities and special assignments to enhance their promotional potential.

Duty 7

General Summary of Duty 7

% of Time 7

Responsible for maintaining ongoing working relationships with other agencies.

Individual tasks related to the duty.

- Provide SSA FOs with case status information.
- Resolve case jurisdiction and technical issues.
- Make formal training presentations to FO staff.
- Coordinate or handle phone calls with congressmen, legislators, attorneys and other claimant representatives.
- Resolves public relations issues as assigned on behalf of the agency with other agencies and the general public.

Duty 8

General Summary of Duty 8

% of Time 2

Participates in medical relations activities within the district.

Individual tasks related to the duty.

- Identifies appropriate referrals to the Professional Relations Officer.
- Resolves immediate medical and operational issues with volume facilities, physician and hospitals within the district service area.
- Takes part in public relations visits with or without the Professional Relations Officer.

Duty 9

General Summary of Duty 9

% of Time 2

Maintain Privacy Act standards.

Individual tasks related to the duty.

- Review questions from examiner staff regarding confidentiality issues in claims.
- Consult with medical sources or claimants regarding Privacy Act issues, when needed.

Duty 10

General Summary of Duty 10

% of Time 2

- Make recommendations concerning office and agency policies and procedures.
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Individual tasks related to the duty.

- May be asked to survey staff regarding proposed policy changes and report suggestions
- Review proposed changes and provide feedback when requested..

Duty 11**General Summary of Duty 11 % of Time 2**

Attend management conferences.

Individual tasks related to the duty.

- Participates in agency and Social Security Administration management conferences.
- May serve on planning and presentation committees for conferences.

Duty 12**General Summary of Duty 12 % of Time 5**

.Administers personnel policies of the agency.

Individual tasks related to the duty.

- Approves requests for leave in accordance with contractual provisions and maintains adequate staffing levels.
- Responsible for attendance and leave approval for employees

Duty 13

General Summary of Duty 13 % of Time 2

Provides backup management assistance.

Individual tasks related to the duty.

- May serve as backup manager in the absence of the Regional Manager and/or Area Administrator.
- Covers for absent district managers.

Duty 14

General Summary of Duty 14 % of Time 5

Performs other duties as assigned by the Area Administrator or Regional Manager.

Individual tasks related to the duty.

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.

Reviewing claims and directing the next action to be taken by the disability examiner. Approves expenditures for medical testing. Directs the work of the district including coverage for absent examiners, workflow, emphasis on certain case aspects (e.g. PDs). Handling general inquiries from the public in most situations. Leave approval, in most circumstances.

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

Initiating formal counseling or disciplinary procedures, requests for training presentations at community agencies. Initiating procedures whose impact would be agency wide (e.g. using a particular classification for a particular job duty). Unusual case situations that could have a broader impact for the agency.

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.

Sitting – 75%. Standing/walking - 25% of the time. May also involve dealing with homicidal / suicidal claimants on the phone or in person.

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>
Up to 14 total	Disability Examiner 9		
	Disability Examiner 10		
	Disability Examiner P11		
	Disability Examiner 12		
1 - 3	Disability Determination Assist 8, 9, 10		

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?

YES

23. What are the essential duties of this position?

To provide first-line supervision of an examiner district, including monitoring, problem solving, quality feedback and outside community relations.

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

District size has grown larger, the complexities of the disability program being administered have grown.

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

Each examiner district is responsible for the accurate, timely adjudication of claims for disability benefits filed with Social Security Field Offices in an assigned area of the state. Efficient processing of claims requires that public relations activities be conducted with the medical community, Michigan Rehabilitation Service Offices, Social Security Offices, and other public agencies on an ongoing basis.

The District Manager is responsible for supervising the examiners within the district.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.	
EDUCATION: Possession of a bachelor's degree with any major.	
EXPERIENCE: Four years of professional experience adjudicating, analyzing, and determining eligibility for disability claims equivalent to a Disability Examiner, including two years equivalent to a Disability Examiner P11 or one year equivalent to a Disability Examiner 12.	
KNOWLEDGE, SKILLS, AND ABILITIES:	
CERTIFICATES, LICENSES, REGISTRATIONS:	
<i>NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.</i>	
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