

State of Michigan  
Civil Service Commission

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

Position Code 1. DEPTALTE
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### 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-COM HEALTH CENTRAL OFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Emergency Preparedness, EMS and Systems of Care (BEPESOC)
4. Civil Service Position Code Description Departmental Analyst-E	10. Division Division of Preparedness and Response (DEPR)
5. Working Title (What the agency calls the position) Michigan Health Alert Network (MIHAN) Analyst	11. Section Public Health Emergency Preparedness (PHEP)
6. Name and Position Code Description of Direct Supervisor DUNKLE-REYNOLDS, KATHLEEN L; DEPARTMENTAL MANAGER-3	12. Unit Competency and Evaluation
7. Name and Position Code Description of Second Level Supervisor MACQUEEN, MARY; STATE ADMINISTRATIVE MANAGER- 1	13. Work Location (City and Address)/Hours of Work 1001 Terminal Drive, Lansing, MI / Monday – Friday, 8:00 AM – 5:00 PM
14. General Summary of Function/Purpose of Position <p>This position is the primary point of contact and support for the Michigan Health Alert Network (MIHAN). The incumbent provides guidance and technical assistance to internal/external emergency response partners, performs quality assurance activities, conducts outreach among potential new users/groups, and provides training related to the use and management of the MIHAN. Additionally, this position contributes to public health emergency preparedness programmatic activities specifically around Public Health Emergency Preparedness and Response (PHEPR) Capability #6: Information Sharing and serves as a member of the MDHHS public health emergency response team. S/he will maintain a role in the Community Health Emergency Coordination Center (CHECC) during exercises and real-life event activations. CHECC staff are expected to be available for response 24/7/365.</p>	

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**

Maintain the Michigan Health Alert Network (MIHAN) and provide day-to-day guidance and customer support for registered MIHAN users to ensure effective redundant emergency communications among local health departments, healthcare organizations, internal/external state agency partners and other public health emergency response stakeholders.

**Individual tasks related to the duty:**

- Serve as the main point of contact and support under MDHHS for the MIHAN for local, regional, state, and federal activities.
- Monitor and respond timely to phone/email requests from users for technical assistance. This may include providing general guidance or 'how to' information, troubleshooting issues/concerns, and/or communicating with the vendor when seeking a resolution.
- Review and manage new user registrations following established MIHAN business rules and protocols
- Create and manage user roles, groups, and organizations for state, regional and local partners.
- Create and maintain message templates. Provide support to users on the development and/or use of message templates
- Provide training and guidance as needed to new users. This may include disseminating available guidance materials, conducting training sessions (in-person or virtually), and providing one-on-one technical assistance.
- Send MIHAN messages on behalf of internal MDHHS program area users, as requested
- Participate in Centers for Disease Control and Prevention (CDC) list-servs to ensure coordinated efforts with other state/national partners. Work with MDHHS Epidemiology, Immunizations and Environmental Health staff to verify CDC HAN alerts are being distributed to appropriate staff and avoid duplication.

**Duty 2**

**General Summary:**

**Percentage: 30**

Establish and maintain continuous quality improvement processes for the MIHAN system.

**Individual tasks related to the duty:**

- Monitor, manage and update inactive or duplicate user accounts; manage bounced email or text alerts
- Review organizational groups quarterly for needed updates. This includes working with the established point of contact for the source (i.e., long-term care/licensed skilled nursing facility lists, 911 dispatch PSAPs lists, licensed EMS providers, local emergency managers, hospitals, etc) to ensure lists/users maintained within the MIHAN are current.
- Coordinate with exercise planners to incorporate MIHAN-related elements into emergency response exercises; assist in the utilization of the MIHAN during the exercise (this may include providing refresher training or technical assistance to exercise participants). Assist in the evaluation of exercise outcomes as it relates to the MIHAN. In consultation with management, implement process improvements to mitigate identified gaps.
- Serve as the point of contact for and coordinate with the vendor as needed. This may include activities related to implementation of new features, system updates, and general maintenance. This position is responsible for coordinating testing new of features and notifying users, administrators and/or BEPESOC management of upcoming changes or system maintenance that may affect the availability or functioning of the MIHAN.
- Conduct outreach to key potential user groups/organizations for inclusion on the MIHAN.

**Duty 3**

**General Summary:**

**Percentage: 15**

Serve as a member of the public health emergency response team and maintain a role, as assigned, in the Community Health Emergency Coordination Center (CHECC) during exercises and real-life events/activations.

**Individual tasks related to the duty:**

- Respond to the CHECC during exercise and real-life activations as requested.\*Note: While rare and under extenuating circumstances, staff may be asked to report to the CHECC (in-person or virtually) during off-hours such as after 5:00 pm, before 8:00 am Monday-Friday and on weekends or holidays in response to an emergency event.
- Be knowledgeable of the CHECC manual, policies and procedures, and all Job Action Guidelines, as applicable to the assigned position in the CHECC
- Complete certification in relevant Incident Command System (ICS) courses; and participate in CHECC related training, as required.
- Maintain an operational knowledge of tactical communications equipment utilized during emergency and exercise activations.

**Duty 4****General Summary:****Percentage: 10**

Michigan's Public Health Emergency Preparedness (PHEP) Program is funded under a federal cooperative agreement through the CDC. There are 15 preparedness capabilities organized into six domains that define the requirements for state and local health departments. As a member of Michigan's PHEP team, the MIHAN Analyst serves as the content lead for Capability #6: Information Sharing. Capability #6: Information Sharing and Capability #4: Emergency Public Information and Warning comprise Domain III: Strengthening Information Management.

**Individual tasks related to the duty:**

- Serve as content lead for Capability #6: Information Sharing. Maintain thorough knowledge of the tenets and requirements for this capability.
- In coordination with PHEP program managers and other staff, contribute to the development of the cooperative agreement workplan/grant application as it relates to Capability #6. This includes conceptualization and drafting of workplan activities, deliverables, and timelines
- Contribute to semi-annual progress reports for the cooperative agreement as it relates to Capability #6.
- Participate in annual Capabilities Planning Guidelines (CPG) assessments as related to the information sharing capability.
- Coordinate with other domain III team members and actively participate in all planning meetings

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

Perform other miscellaneous tasks related to the MIHAN Analyst position or public health emergency preparedness and response, as assigned

**Individual tasks related to the duty:**

- Coordinate activities with and serve as back-up for communications systems related to or companions of the MIHAN, such as the MI Volunteer Registry and EM Systems
- Maintain operational knowledge of other Juvare systems utilized within BEPESOC to assure continuity of operations.
- Cross train other Juvare system users on MIHAN administrative role for redundancy.
- Attend conferences and meetings relevant to staying current with communications system standards

**Duty 6****General Summary:****Percentage: 10**

Participate on the PHEP Regional Point of Contact (R-POC) team, providing programmatic support to assigned local emergency preparedness programs.

**Individual tasks related to the duty:**

- Serves as point of contact for local emergency preparedness coordinators (EPC) at local health departments (LHDs) within the assigned region
- Engages and communicates with EPCs regularly and in various capacities to provide programmatic support, ensuring assigned LHDs have appropriate guidance and information relative to the program
- Responds to general work plan questions and provides clarification on work plan requirements as necessary
- Provides recommendations on activities for the local health department PHEP work plan, particularly as it relates to Capability #6: Information Sharing
- Effectively tracks, reviews, and provides feedback on submitted deliverables
- Actively participates in and contributes to regular R-POC meetings; agenda development for monthly EPC partner's call
- Maintains a positive, strong, credible, professional, supportive partnership with local PHEP programs. Escalates concerns or issues to management, if/as appropriate.

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

Prioritizing work plan activities as necessary

Produce reports, documents, and publications

Convene stakeholder groups, inter-departmental groups, and other bodies as needed to complete duties

Information collection and evaluation activities in support of program goals

Make recommendations to support and advance PHEP program goals and Capabilities.

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

Situations that represent deviations from department practices, standards, or written policies

Decisions that might adversely affect the section, division, bureau or department

Financial decisions that deviate from the planned budget

Unusual external requests

Development of plans, policies, guidelines, and procedures

Changes to information collection applications and reporting processes

Involving or pertaining to the vendor contract or SOW

**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.**

Physical effort and environmental conditions are consistent with that of a normal office building environment and/or home office (if remote/hybrid work schedule is approved by the department). A significant amount of time is spent using computer and telephone systems which requires sitting for prolonged periods of time. Meetings, daily interactions with staff and others – in person or via Microsoft Teams. Travel in and out of state is possible, but not frequent. This position has the potential to be a high stress position requiring 24/7/365 response during a public health emergency or declared emergency as well as attendance and participation in unannounced exercises and training.

**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

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

Provision of technical support and guidance to MIHAN users, quality control, outreach/recruitment of critical new user groups and training on MIHAN use. Additionally, supporting PHEP program work related to local health department support, contribution to state workplan activities, and progress reporting for federal funders as it relates to the specific job/subject area of this position. This position plays a key role in the CHECC during activations for exercises and real-life events. The incumbent is expected to be available to respond, either virtually or in-person during non-work hours (after 5pm, before 8am, on weekends or holidays) in the event of a public health emergency in which the CHECC has been activated.

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

New establishment

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

This position is housed within the Division of Emergency Preparedness and Response (DEPR). DEPR funds and works with Michigan's 45 local public health departments and 8 regional healthcare coalitions in its mission to protect the health of Michigan citizens before, during and after emergencies. The division engages in preparedness planning and development of program initiatives and information systems pertinent to emergency response. The MIHAN is one such information system. It allows for rapid notification of key stakeholders and response partners at times when information sharing is critical to the capability to protect health and safety. The MIHAN Analyst position provides essential support to MIHAN users as well as maintains quality and assurance of the system. This position works closely with other DEPR team members to provide programmatic support and guidance to our local health department partners, specifically as it relates to the CDC PHEPR Capability #6: Strengthen Information Sharing.

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 Analyst 9**

No specific type or amount is required.

**Departmental Analyst 10**

One year of professional experience.

**Departmental Analyst P11**

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

As listed on the Civil Service job specification. In addition:

- Knowledge/experience working with information or other technological systems (front/back end)
- Knowledge of public health systems, preparedness and response, and/or information sharing capabilities, (preferred)
- Demonstrated ability to provide customer-centric support and service
- Ability to problem solve effectively, explore new processes to improve work area
- Ability to organize, evaluate, and present information effectively – verbal and written formats
- Competent presentation skills (content development and delivery)
- Ability to effectively organize workload and maintain deadlines while not sacrificing quality
- Ability to maintain effectiveness and embrace new work procedures when experiencing major changes in work tasks or environment (Adaptability)
- Ability to evaluate and assimilate new information, knowledge, and skills into the work area

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:**

Required certification in ICS 100, 200, 300, 400, 700, 800. Incumbent must have or be able to complete these certifications within 12 months of being hired.

*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.***

LIBERTY IRWIN

\_\_\_\_\_

Appointing Authority

12/15/2022

\_\_\_\_\_

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.***

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Employee

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Date