

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.) Vacant	8. Department/Agency Department of Health and Human Services
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Field Operations Administration
4. Civil Service Classification of Position Services Program Manager 15	10. Division Outstate Counties
5. Working Title of Position (What the agency titles the position) Same as above	11. Section
6. Name and Classification of Direct Supervisor:	12. Unit
7. Name and Classification of Next Higher Level Supervisor	13. Work Location (City and Address)/Hours of Work

14. General Summary of Function/Purpose of Position

In general duties involve day-to-day supervision, management, and interpretation of policy for all child welfare and adult services program areas. Program areas include; delinquency, adoption, foster care placement, foster home licensing, children & adult protective services, adult service placement.

For Civil Service Use Only

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 40% of Time

Train & supervise Child Welfare/Adult Supervisors

Individual tasks related to the duty.

- Provide new supervisor training and orientation
- Support skill development
- Review knowledge base through casework decision review
- Monitor effectiveness with staff and client through direct and collateral contacts.
- Consult with supervisors on unique or critical casework and program decisions
- Evaluate effectiveness of supervision through staff, agency and client contacts
- Advise on matters required and/or requested regarding critical casework and program decisions
- Build supervisor/unit effectiveness by teaching/supporting positive management techniques
- Conduct performance evaluations

Duty 2

General Summary of Duty 2 10% of Time:

Review and interpret policy for all child /adult welfare program functions.

Individual tasks related to the duty.

- Provide on-going interpretation of policy in place and new policy as issued that governs program functions
- Evaluate and monitor policy implications across program areas
- Anticipate and prepare for program impact of new policy

Duty 3

General Summary of Duty 3

5% of Time

. Personnel management activity related to the maintenance of staff in all work units for which responsible

Individual tasks related to the duty.

- Interviewing job candidates
- Hiring from employment lists
- Writing job descriptions
- Announcing position opening
- Monitor employee development programming
- Interpret and/or enforce employee employment rules and union dictates

Duty 4

General Summary of Duty 4

15% of Time

Coordinate with other agencies and respond to special client problems.

Individual tasks related to the duty.

- Conflict resolution when problems are beyond the scope of casework and supervisory staff's ability to resolve.
- Interface functions between community and the department to ensure appropriate relationships to support service delivery.

Duty 5

General Summary of Duty 5

15% of Time

Collect and interpret program data to support positive program function in areas of child welfare; quality control review of child welfare services being delivered to agency clients and the community; coordination and development of agency annual plan for all child welfare service areas.

Individual tasks related to the duty.

- Monitor and evaluate statistical reports from state office
- Evaluate local trends
- Develop mechanism for capturing pertinent program data
- Create positive program responses to data input
- Read case records
- Receiving feedback from agency clients
- Reviewing staff performance audits
- Monitoring community reaction/perception of services provided
- Developing/monitoring needs assessment
- Making program decisions about agency priorities
- Analyzing year end program results

Duty 6

General Summary of Duty 6

15% of Time

Participation in community based interagency councils and advisory groups with a focus on minimizing duplication of services, filling voids in existing service delivery systems.

Individual tasks related to the duty.

- Attend agency meetings
- Contribute agency knowledge to collaborative community planning
- Evaluate through community team participation internal child welfare program/enhancements.

- 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.**

Independent decision making regarding policy interpretation across child/adult welfare program areas including: Children's Protective Services, Foster Care, Foster Home Licensing, Adoption and Delinquency, Adult Services, Adult Protective Services. Casework decisions, work assignments, fiscal decisions, program design and monitoring.

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

Audit rules regarding certain fiscal expenditures.

Casework decisions with highly significant agency community implications.

Personnel matters regarding over all agency functioning.

- 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.**

NA

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>

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?
Prepared by management.

23. What are the essential duties of this position?

Overall administration, supervision of the department Child Welfare and Adult Services programs.

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?

The function is to provide services to children, families, and adults where child/adult abuse or neglect is present or delinquency has occurred.

The position provides direction to the division.

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 IN ANY MAJOR WITH AT LEAST 30 SEMESTER (45 TERM) CREDITS IN ONE OR A COMBINATION OF THE FOLLOWING HUMAN SERVICES AREAS: SOCIAL WORK, SOCIOLOGY, PSYCHOLOGY, FORENSIC PSYCHOLOGY, INTERDISCIPLINARY STUDIES IN SOCIAL SCIENCE, EDUCATION, COMMUNITY DEVELOPMENT, LAW ENFORCEMENT, BEHAVIORAL SCIENCE, GERONTOLOGY, SPECIAL EDUCATION, EDUCATION OF THE EMOTIONALLY DISTURBED, EDUCATION OF THE GIFTED, FAMILY ECOLOGY, COMMUNITY SERVICES, FAMILY STUDIES, FAMILY AND/OR CHILD DEVELOPMENT, COUNSELING PSYCHOLOGY, CRIMINAL JUSTICE, HUMAN SERVICES, OR IN A HUMAN SERVICES-RELATED COUNSELING MAJOR.

OR

POSSESSION OF A MASTER'S DEGREE WITH A MAJOR IN ONE OF THE FOLLOWING HUMAN SERVICES AREAS: SOCIAL WORK, SOCIOLOGY, PSYCHOLOGY, FORENSIC PSYCHOLOGY, INTERDISCIPLINARY STUDIES IN SOCIAL SCIENCE, EDUCATION, COMMUNITY DEVELOPMENT, LAW ENFORCEMENT, BEHAVIORAL SCIENCE, GERONTOLOGY, SPECIAL EDUCATION, EDUCATION OF THE EMOTIONALLY DISTURBED, EDUCATION OF THE GIFTED, FAMILY ECOLOGY, COMMUNITY SERVICES, FAMILY STUDIES, FAMILY AND/OR CHILD DEVELOPMENT, COUNSELING PSYCHOLOGY, CRIMINAL JUSTICE, HUMAN SERVICES, OR IN A HUMAN SERVICES-RELATED COUNSELING MAJOR.

EXPERIENCE:

One year of experience as a Services Program Manager 14 or FIM 14 or two years experience as a Services Program Manager 13 or FIM 13.

KNOWLEDGE, SKILLS, AND ABILITIES:

Casework Skills: the necessity to have a firm grounding in casework skill; **Administrative Skills:** regarding implementation, development of policy and procedures; **Supervisory Skills:** knowing how to handle personnel problems, ability to teach and lead effectively; **Community Resource Knowledge:** to coordinate resources available to meet client/worker needs. **Staff Development Skills.**

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

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