State of Michigan
Civil Service Commission

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

Position Code
1. SERPMONA08R

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)** Business Service Center 5
4. Civil Service Position Code Description SERVICES PROGRAM MONITOR	**10. Division** Permanency Planning Division/TDM
5. Working Title (What the agency calls the position) Permanency Planning Monitor	**11. Section**
6. Name and Position Code Description of Direct Supervisor HOOVER, CATHERINE A; STATE ADMINISTRATIVE MANAGER-1	**12. Unit** Permanency
7. Name and Position Code Description of Second Level Supervisor WRIGHT, LYNETTE T; STATE DIVISION ADMINISTRATOR	**13. Work Location (City and Address)/Hours of Work**

14. General Summary of Function/Purpose of Position

The Services Program Monitor serves as a Facilitator of Team Decision Making meetings. This position also is responsible for directing and monitoring the work of child welfare staff that is responsible for providing services in the Children's Services Program areas with the focus placed on permanency planning as required. Position will exercise programmatic responsibility to ensure efficient and effective program operation as a whole and assists staff to deliver competent, quality services to accomplish permanency goals and objectives. Position serves as a technical advisor in monitoring and evaluating services related to child welfare policy and federal child welfare goals.

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:** **60**

Permanency planning technical assistance on services to temporary and permanent court wards.

Individual tasks related to the duty:

• Facilitates the six-stage Team Decision Making model meetings.

• Trains staff on Team Decision Making (TDM).

• Assists counties with strategies to promote fidelity to the evidence informed, TDM model.

• Regularly communicates strengths, barriers, and trends to local management.

• Coordinate and initiate the scheduling of case conferences and TDMs.

• Provide suggestions and direction regarding permanency.

• Participate in Local office meetings

• Provide support/training to Child Welfare Staff

• Review the case file and consult with assigned staff and additional service providers to develop permanency plans.

• Conduct follow-up with assigned staff and service providers to assess progress on permanency plans.

• Work with assigned caseworkers to develop visitation plans for identified children, families, and relatives.

• Engage youth in coordination with foster care specialists especially for discussion of permanency.

• Engage parents in coordination with foster care specialists especially for discussion of permanency.

• Engage identified relatives and non-related extended family members in coordination with foster care specialists.

• Assist with evaluation of relative and fictive kin homes to determine appropriateness of placement and the possibility of meeting licensing standards.

• Assure adequate explanation to youth of all of the permanency options.

• Performs other duties as assigned by management.

Duty 2

General Summary: **Percentage:** **20**

Provide ongoing direction and monitoring of child welfare practice in assigned counties.

Individual tasks related to the duty:

- Monitor activities of child welfare staff to meet agency goals and objectives, in particular those relating to permanency.
- Monitors performance and management of case activity through staff conferences and TDMs to ensure efficient service delivery.
- Directs TDM meetings and debrief sessions with Child Welfare Staff
- Provides training to enhance program knowledge and skills of public and private child welfare staff to assure effective case work and
- investigative techniques as it relates to permanency planning.
- Functions as permanency resource policy and practice expert.
- Performs other duties as assigned by management

Duty 3

General Summary: **Percentage:** **15**

Perform Community Relations/Liaison Duties

Individual tasks related to the duty:

- Assist Local offices with development of community partners.

- Researches national, statewide, and local resources.
- Compiles barriers to resource access.
- Completes activities related to resource development.
- Serves as the resource person to local office staff and the public.
- Represents local office through involvement with outside organizations.
- Make presentations to community groups.
- Acts as a member of other agencies boards as approved by upper management.
- Interprets Child Protection Law to the community including the general public, lawyers, police, teachers, childcare providers and medical personnel.
- Performs other duties as assigned by management.

Duty 4

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

Provides Quality- Program Management

Individual tasks related to the duty:

• Interprets program manuals and polices

• Provides policy clarification.

• Monitors and evaluates services provided.

• Evaluates impact of policies and procedures on service delivery.

• Provides assistance in determining and solving service delivery problems.

• Reviews service plans to ensure appropriate services and court action.

• Analyzes work flow to ensure efficiency.

• Develops and improves proper flow systems

• Attends local office and unit meetings.

• Develops policies and procedures in accordance with Departmental mission, vision, and values.

• Participates with management and administrative staff in development of plans to enhance efficient and effective service delivery.

• Performs other duties as assigned by management.

• Work with assigned caseworker to mine case record, find and contact significant persons, assess appropriateness of connection to youth, seek youth perception, and engage youth to develop a plan to enhance appropriate connections.

• Access US Search or other internet people search engines

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

Decisions are made pertaining to case work judgments affecting youth and families.

Case review and permanency program review, permanency training and policy adherence are among decisions routinely made.

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

Decisions requiring upper management review include those when there is no specific guideline or manual procedure, and it has specific ramifications for the Department and other work units or would set a procedure.

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.

Responsibilities typically involve sitting, standing, bending, and could involve a significant amount of driving.

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):

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?

completed by management

23. What are the essential functions of this position?

The Services Program Monitor serves as a Facilitator of Team Decision Making meetings. This position also is responsible for directing and monitoring the work of child welfare staff that is responsible for providing services in the Children's Services Program areas with the focus placed on permanency planning as required. Position will exercise programmatic responsibility to assure efficient and effective program operation as a whole and assists staff to deliver competent, quality services to accomplish permanency goals and objectives. Position serves as a technical advisor in monitoring and evaluating services related to child welfare policy and federal child welfare goals.

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

PD update to reflect current assigned duties. The following duties have been added:

• Facilitates the six-stage Team Decision Making model meetings.

• Trains staff on Team Decision Making (TDM).

• Assists counties with strategies to promote fidelity to the evidence informed, TDM model.

• Regularly communicates strengths, barriers, and trends to TDM and local management.

• Engage youth in coordination with foster care specialists especially for discussion of permanency.

• Engage parents in coordination with foster care specialists especially for discussion permanency.

• Engage identified relatives and non-related extended family members in coordination with foster care specialists

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

This position is within the BSC5 working with the local Department of Health and Human Services County Offices responsible for facilitating TDMs and monitoring the work of child welfare staff in public and private agencies who are

responsible for providing services in the Children's Services Program areas with the focus placed on permanency.

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 social work, sociology, psychology, family ecology, consumer/community services, family studies, family and/or child development, guidance/school counseling, counseling psychology, criminal justice, or human services.

Possession of master's degree in social work is preferred.

EXPERIENCE:

Three years of professional experience equivalent to a Services Specialist, including one year equivalent to the Services specialist P11.

KNOWLEDGE, SKILLS, AND ABILITIES:

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

Extensive knowledge of best social work practice in children welfare settings, MDHHS policy, and MDHHS MiTEAM case practice model. Must be skilled in interpersonal communication both oral and written.

Must be skilled in conflict resolution.

Must possess the ability to utilize knowledge to influence case practice.

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:

none

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