

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

Position Code 1. SOCSSPLE

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
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Children's Services Agency
4. Civil Service Position Code Description Services Specialist-E	10. Division
5. Working Title (What the agency calls the position) Services Specialist	11. Section
6. Name and Position Code Description of Direct Supervisor VACANT	12. Unit
7. Name and Position Code Description of Second Level Supervisor ; Services Program Mgr-4 15	13. Work Location (City and Address)/Hours of Work / Various/ 8-5

14. General Summary of Function/Purpose of Position

Position functions as a professional social caseworker providing services to socially and economically disadvantaged individuals and families. Responsibilities may involve one or more of the following programs administered by MDHHS: Protective Services, Adoption, Prevention, Foster Care, Juvenile Justice, and Foster Home Licensing.

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

Initial Assessment.

Individual tasks related to the duty:

- Interview individuals, families, and referral sources to evaluate risks and assess appropriateness of referral of services.
- Evaluate and assess customer's strengths and needs to determine necessary level and nature of intervention services.
- Review case history.
- Make home calls, both for assessment and delivery of ongoing services. Home visits require investigations, including observing the client and the client environment.
- Service Plan development with client input, to overcome barriers and improve individual family functioning.
- Provide direct services (i.e., counseling, money management, etc.) as customer sees a need.
- Complete an initial service plan report that includes individuals, children, and/or family's history, needs assessment and identification of services to address needs.
- Make appropriate referrals to other service providers, i.e., psychological, domestic violence, substance abuse services.
- May consult with appropriate court personnel for purposes of evaluating appropriateness of court intervention and production of necessary court documents.
- Testify in court hearings, as appropriate, sharing personal observations of the client and client environment.
- Some positions must be available for on-call assignments.

Duty 2

General Summary:

Percentage: 30

Determines and formulates the appropriate method and course of action for implementing service, treatment, and learning plans utilizing strength-based/solution-focused techniques.

Individual tasks related to the duty:

- Work with the customer to explore successes and strengths and develop treatment.
- Identify with individual/family the barriers to positive social well-being/emotional functioning.
- Explore family and community resources available to address the family's needs.
- Make appropriate referrals for community and/or treatment services.
- Provide support and guidance to achieve goals.
- Re-assess risk level and service planning on a regular basis.
- Crisis Intervention.
- Positions may be required to physically remove clients from the home.
- When applicable, arrange and supervise placements/visits.
- Promote an understanding of individual's/children's/family's needs and development of realistic expectations for reaching goals.
- Arrange mandated services and implement court requirements.
- Collaboration with public and private agencies to provide services to customers and families.
- Develop intervention recommendations for the courts; provide testimony regarding customer functioning, needs, intervention, treatment progress and recommendations for continued intervention or case dismissal

Duty 3

General Summary:

Percentage: 20

Caseload Management.

Individual tasks related to the duty:

- Complete a strength based assessment.
- Review the progress made toward client's goals and work with client and service providers on revisions to the services' plan and goals.
- Work with customer to remove barriers.
- Arrange mandated services and implement court requirements.
- Maintain ongoing contact with families and service providers to monitor service and progress.
- Advises/counsels families on appropriate behavior necessary for integrated family functioning.
- Prepares and maintains narratives, social case histories, case summaries, and case records.
- Keeps up-to-date on policy and procedure revisions.
- Monitor provision of purchased services to assure desired outcomes; arrange for alternate purchased services when necessary.
- Follow-up on identified needs to ensure that resources are being utilized appropriately.
- Complete and maintain reports, forms, and computer files as required.
- Access, understand, and use client related electronic systems and reports.
- Provide direct services as needed.

Duty 4

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Participates in training.
- Review legal procedures and prepare legal documents as need requires.
- Works with the court system, law enforcement, prosecuting attorney and other private and governmental agencies as required.
- Participates in committee activities.
- May make presentations to members of the community or service provider agencies.

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

Decisions regarding appropriate service needs and techniques. Case level decision relative to routine, day-to-day case activities.

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

Exceptions to policy or interpretation of policy when uncertain.

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.

There may be occasional risk or psychological stress in providing customer services when interviewing customers who suffer from emotional, mental or behavioral disorders which may limit their ability to reason or control impulsive, hostile reactions, and in dealing with customers in crisis or emergency situations. This may also include dangerous or hostile geographic locations. This requires physical effort to ensure the safety of oneself or others in order to quickly depart dangerous situations, if necessary. Customer interviews can be conducted at local offices, customer residence or other locations as needed and therefore may require travel. Some positions require the ability to lift 25 lbs. in order to complete the duties of the position. This can include children and/or equipment.

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):

Complete and sign service ratings.
Provide formal written counseling.
Approve leave requests.
Approve time and attendance.
Orally reprimand.

Assign work.
Approve work.
Review work.
Provide guidance on work methods.
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 essential duty of this position is to provide professional social caseworker services to socially and economically disadvantaged individuals and families.

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

N/A

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

This position functions in the local office environment. Position functions as a professional social caseworker and provides services to socially and/or economically disadvantaged individuals and families.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's or master's degree with a major in one of the following human services areas: social work, sociology, psychology, forensic psychology, 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, a human services-related counseling major, or interdisciplinary studies in social science.

OR

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, 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, a human services-related counseling major, or interdisciplinary studies in social science.

EXPERIENCE:

Services Specialist 9

No specific type or amount is required.

Services Specialist 10

One year of professional experience providing casework services to socially and economically disadvantaged individuals equivalent to a Services Specialist 9.

Services Specialist P11

Two years of professional experience providing casework services to socially and economically disadvantaged individuals equivalent to a Services Specialist, including one year equivalent to a Services Specialist 10.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification.

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:

Possession of a valid driver's license.

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.

KEARSTYN MEYERS

1/21/2021

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