

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

14. General Summary of Function/Purpose of Position

The advanced level Services Specialist provides training and guidance for less experienced Services Specialist staff, in the areas of case management, risk assessment, engaging and supporting families, investigation, eligibility determination, case planning, direct services delivery, referrals for services and more. This position is responsible for the most complex cases assigned in the county, including investigations for children or adults with complex family dynamics, custody disputes, blended families, or families with a history of trauma.

This position may function as a professional social caseworker who provides services to socially and economically disadvantaged individuals and families. Responsibilities may involve one or more of the following programs administered by the DHHS: Protective Services, Adoption, Prevention, Foster Care, Juvenile Justice, Foster Home Licensing, and Adult Services.

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: 50

Caseload Management – Manages most complex cases for the assigned county, including families receiving multiple services, families experiencing child death, large families with several contacts, and other situations that fall outside the norm for families needing services, outreach, or assistance. Also reviews written case record materials for accuracy, adherence to policy, appropriate case planning and services delivery, and prepares written reports to management on review findings for less experienced Services Specialist staff.

Individual tasks related to the duty:

- Collaborate with a diverse group of professionals, such as therapists, educators, attorneys, doctors, and community resource personnel to gather information and make informed decisions regarding care and placement of children.
- Manages complex cases including, but not limited to families receiving multiple services, families experiencing a death, and large families with several contacts.
- Manage cases involving complex legal proceedings, such as child custody hearings.. Provide testimony, present evidence, and make recommendations regarding placement, visitation, or services.
- Complete a strength based assessment.
- Keeps up-to-date on policy and procedure revisions.
- 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 most vulnerable customer to remove barriers.
- Arrange mandated services and implement court requirements.
- Maintain ongoing contact with most vulnerable families and service providers to monitor service and progress.
- Advises/counsels families on appropriate behavior necessary for integrated family functioning for complex cases.
- Prepares and maintains narratives, social case histories, case summaries, and case records.
- 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.
- Completes case readings for new or less experienced Services Specialists to monitor work for completeness and accuracy.

Duty 2

General Summary:

Percentage: 20

Provides mentoring and guidance in determining and formulating 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:

- Provides guidance to less experienced Services Specialists in the following:
 - How to work with the customer to explore successes and strengths and develop treatment.
 - How to identify the barriers to positive social well-being/emotional functioning.
 - How to explore family and community resources available to address the family's needs.
 - How to make appropriate referrals for community and/or treatment services.
 - How to provide support and guidance to achieve goals.
 - How to re-assess risk level and service planning on a regular basis.
 - Crisis Intervention.
 - How to promote an understanding of individual's/children's/family's needs and development of realistic expectations for reaching goals.
 - How to arrange mandated services and implement court requirements.
 - How to 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

Provides individual OJT and small group training to less experienced Services Specialist staff.

Individual tasks related to the duty:

- Identifies training needs of Services Specialist staff.
- Develops reports to supervisors and management to identify training needs and show that staff have completed training.
- Conducts training with groups or individuals for CPS, Children's Foster Care, Juvenile Justice, Adoption, Foster Home Licensing, or Adult Services program information.
- Conducts training for time and caseload management.
- Prepares desk aids for staff use.
- Training and mentoring include the following:
 - Case Management
 - Interviewing individuals, families, and referral sources
 - Evaluating and assessing customer's strengths and needs
 - Service Plan development with client input, to overcome barriers and improve individual family functioning.
 - Provide guidance and oversight in completing an initial service plan report that includes individuals, children, and/or family's history, needs assessment and identification of services to address needs.

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.

Independently determines training needs for less senior workers as well as appropriate service needs and techniques. Case level decision relative to complex 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):

- | | |
|---|--|
| <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?

This is an advanced level position that will mentor and train less senior workers in proper case management techniques and policy related to child welfare programs. In addition, this position will provide case management to the most complex cases assigned to the county.

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

Reclassifying this position to the advanced senior level utilizing approved senior standards. This position has grown to function as the senior level worker responsible for the most complex cases (e.g., families experiencing child death, large families with several contacts, and other situations that fall outside the norm, etc.) as well as mentoring lower-level Services Specialist staff in the assigned program area.

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 mentor and trainer as well as 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 12

Three years of professional experience providing social casework services to socially and economically disadvantaged individuals equivalent to a Services Specialist, including one year equivalent to a Services Specialist P11.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to organize and facilitate meetings.

Ability to be proficient at teaming, engaging, assessing, and mentoring.

Ability to work autonomously.

Ability to enhance and develop the knowledge and skills needed to act as a technical expert.

Knowledge of state and federal social welfare policies.

Extensive knowledge of casework and interview techniques.

Knowledge of community resources providing assistance to families and individuals.

Ability to observe client conditions and environments for complex cases.

Ability to operate a motor vehicle.

In addition, 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.

N/A.

I certify that the entries on these pages are accurate and complete.

KEARSTYN MEYERS

5/22/2023

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