

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

Position Code 1. SECRTYAK57N
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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-WALTER P. REUTHER PSY HS
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description SECRETARY-A	10. Division
5. Working Title (What the agency calls the position)	11. Section
6. Name and Position Code Description of Direct Supervisor ; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor BANDLA, HANUMAI AH; SENIOR EXEC PSYCH DIRECTOR	13. Work Location (City and Address)/Hours of Work / 8:00AM- 4:30PM
14. General Summary of Function/Purpose of Position This position functions as a management assistant to the Clinical Social Work Manager 15-Director of Social Work Department and provides advanced secretarial and administration support to professional staff in Social Work Department (which includes Patient Affairs and Reuther Academy), the Clinical Affairs Department, and back-up support to Clinical Affairs Secretary.	

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

Provides management assistance to the Director of Social Work, and advanced secretarial support to the professional and medical staff in Clinical Affairs Department.

Individual tasks related to the duty:

- Serves as liaison between management and staff by transmitting information, explaining appropriate work instructions, and following up on assignments.
- Assists in hiring process by coordinating and scheduling interviews and preparing hiring packages for Human Resources Liaison.
- Assists in the orientation of new employees including preparing forms for the Director of Social Work to complete, ordering office supplies, facilitating the preparedness of staff office space, etc.
- Assists in creating and revising forms; proposes procedures, formats, and standards for office correspondence.
- Makes scheduling commitments for professional(s) or management staff for meetings, conferences and speeches and assembles related necessary materials.
- Composes and types routine letters, memoranda, reports, minutes of meetings, scientific or technical material, numerical data, charts and forms.
- Assists Director of Social Work Department with Performance Improvement monitoring.
- Schedules meetings and appointments for Social Work Department Director.
- Reviews and screens incoming correspondences and maintain confidentiality of materials and determines how and where should be directed.
- Reviews, edits, and finalizes supervisor's responses to correspondence, as assigned.
- Reviews and edit with supervisor for approval.
- Utilizes the computer extensively to prepare and edit a wide variety of documents including legal documents, utilizing Microsoft Word, Excel, Access, Outlook, AVATAR and a variety of other programs.
- Tracks daily status and changes and informs directors on issues pertaining to clinical social work team.
- Compiles information and creates reports for the Director of Social Work.
- Prioritizes information and materials and maintains confidentiality related to the Director of Social Work.
- Provides status of all inquiries to Social Work Department.
- Determines needs and orders office supplies, equipment, and schedules repair and maintenance services through agency channels.
- Coordinates Interpreter Services including communicating with identified interpreter service provider and billing. Reports any concerns or process issues to the Social Work Department Director.

Duty 2

General Summary:

Percentage: 30

Prepares and maintains office records, reports, and correspondence. Updates and maintains information in the electronic medical record, on tracking forms, spreadsheets, and the shared drive. Develops reports, distributes to staff, and tracks completion of documentation generated in reports.

Individual tasks related to the duty:

- Prepares and distributes staff meeting agendas and meeting minutes for the Medical Services Department monthly staff meetings, Physical Rehabilitation Department quarterly staff meetings, and Social Work Department monthly staff meetings.
- Prepares and files the completed staff meeting sign-in sheets for the Medical Services Department, Physical Rehabilitation Department, Psychology, and the Social Work Department.
- Prepares signature sheets for standard operating procedures for the Physical Rehabilitation Department, Psychology Department, and the Social Work Department.

- Develops a monthly list of annual assessments required to be completed by the social workers, psychiatrists, psychologists, and physicians. Tracks the completion of these assessments and reports to the department directors any deficits.
- Formats NGRI Letters, IST Letters, IPOS Letters to guardians and family members utilizing programs such as Microsoft Word, Microsoft Excel, and Mail Merge.
- Prepares Health Appraisals and forwards to responsible physician.
- Creates the hospital wide monthly IPOS schedule and disseminates to hospital staff and responsible CMHSP Liaisons.
- Mails correspondence to advocates, guardians, and/or family members.
- Prepares and posts sign-in sheets prior to start of pay period. Retrieve completed sign-in sheets following pay period and file.
- Completes minutes for the Placement Review Committee and distributes to required contacts.
- Creates and distributes the Social Work Department Calendar monthly.
- Proofreads all typed materials and correspondence for accuracy, correcting errors.
- Receives and screens correspondence, handling mail that does not require supervision and reroutes all other mail to appropriate staff.
- Transmits discharge information to the next level of care and distributes information to required departments.
- Screens calls from vendors, hospitals, CMS and Joint Commission regulators, and general public using considerable knowledge of MDHHS policy, rules, and regulations to answer inquiries related to hospital matters.
- Maintains filing systems for Social Work Department. Files materials as needed.
- Operates standard office equipment.
- Maintains the Social Work License binder.
- Distributes the hospital 24 Hour Report to identified clinical staff.
- Copies Social Work Department manuals.

Duty 3

General Summary:

Percentage: 25

Enters, retrieves, updates, verifies, and deletes information from electronic files and systems. Other general secretarial duties as assigned.

Individual tasks related to the duty:

- Maintains Social Work Department Excel spreadsheets and tracking systems which includes the WRPH Patient Assignments and ALS Spreadsheet, Guardianship List, CMHSP Hospital Liaison List, CMHSP County Liaisons and Jail Contacts List, and Social Work Department Directory.
- Updates the Social Work Department Shared Drive folder.
- Updates the Social Work Department caseload in the electronic medical record.
- Scans documents in the electronic medical record.
- Enters data into the electronic medical record of Active Treatment Programming.
- Creates and processes all timekeeping for the Clinical Affairs Department (Medical Services, Pharmacy, Activity Therapy, Patient Workshop, Psychology, Psychiatry, and Social Work Department) utilizing SIGMA.
- Schedules virtual meetings utilizing Microsoft Teams or ZOOM.
- Schedules rooms for meetings.

Duty 4

General Summary:

Percentage: 15

Provides clerical/secretarial support and back-up coverage to Clinical Affairs Department Secretary as needed.

Individual tasks related to the duty:

- Provide back-up coverage to the Chief of Clinical Affairs and the Clinical Affairs Office during meetings or absences.
- Provide secretarial support as needed.

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

- Makes independent decisions when prioritizing daily work.

- Directs visitors/callers, inform them of proper procedure or direct to appropriate staff; directly impact visitor relations.
- Screens incoming calls and mail, determine level of response needed. Determine appropriate immediate response, as needed.
- Schedules meetings and meeting rooms that directly impacts work flow.

These decisions affect the Social Work Department staff, patient care, hospital regulators, and general public.

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

Matters of significant concern arises due to conflict in priorities or conflicts with staff.

Staff issues that require supervisor input.

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.

Sitting, bending, reaching, crouching, light lifting, moving files, constant computer use, ascend / descend stairs to go to various units.

Any environmental conditions associated with working in a mental health facility.

No hazardous materials nearby (except toner in printer / copier, cleaning products used by Housekeeping)

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 position serves as management assistant to the SAM 15-Clinical Social Work Director and provides advanced secretarial and administrative support for the Clinical Affairs Department. Requires the ability to type, edit, and review all correspondence for correct format, spelling, and grammatical errors for all correspondence generated by the SAM 15-Social Work Department Director and Social Work Department staff.

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

Duties 3 &4 have completely changed. Duties 1 & 2 the percentages have changed from 35% to 30%. The general summary and KSA's have been updated. The update includes the ability to work independently related

to the preparation of documents, tracking and recording information for ongoing processes and procedures for the Social Work Department

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

The Social Work Department provides clinical, case management and therapeutic treatment services to patients of Walter P. Reuther Psychiatric Hospital. The department staff also serve as a liaison for legal matters for patient of WRPH. This position assists in the facilitation of receipt of treatment services and addressing patient legal matters.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Secretary 9

Four years of office experience involving administrative support practices, including one year equivalent to advanced 8-level administrative support work, or equivalent to a Secretary E8, or Legal Secretary E8.

OR

Four years of office experience involving administrative support practices, including two years equivalent to experienced E7-level administrative support work, or equivalent to a Secretary 7, or Legal Secretary 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of office practices, procedures, and computer software programs.
- Knowledge of correct English usage and grammar.
- Knowledge of the organization and composition of letters, minutes, reports, charts, and spreadsheets.
- Ability to follow, apply, interpret, and explain instructions and/or guidelines.
- Ability to determine work priorities.
- Ability to make decisions and take appropriate actions.
- Ability to meet schedules and deadlines of the work area.
- Ability to communicate effectively.
- Ability to compose routine correspondence and reports.
- Ability to type and operate standard office equipment.

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.

ROBBIN COOPER

4/15/2021

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