

<b>Position Code</b> 1. SOCSSPLE
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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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b>
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Business Service Center
<b>4. Civil Service Position Code Description</b> Services Specialist-E	<b>10. Division</b>
<b>5. Working Title (What the agency calls the position)</b> Services Specialist - E - Adult	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b>	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> ; Services Program Mgr-4 15	<b>13. Work Location (City and Address)/Hours of Work</b> / Various / 8-5

**14. General Summary of Function/Purpose of Position**

Position functions as a professional social caseworker providing services to vulnerable individuals. Responsibilities may involve one or more of the following programs administered by DHHS: adult protective services, adult community placement and independent living 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: 40**

Initial Assessment.

**Individual tasks related to the duty:**

- Interview individuals, families, and referral sources to evaluate risks and assess appropriateness of referral to services.
- Evaluate and assess customer's functioning and decision making capacity to determine necessary level and nature of intervention services.
- Review case history.
- Make home calls, both for assessment and delivery of ongoing services.
- Ensure flexibility in service planning respecting the client's right to determine what services are necessary.
- Encourage and support the client's right and responsibility to make informed choices.
- Provide direct services (i.e., counseling, money management, etc.) as customer sees a need.
- Complete a service plan report that includes the individual'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.
- Testify in court hearings as appropriate.
- Assure adults in need of protection are living in a safe and stable situation, including legal intervention, where required, in the least intrusive or restrictive manner

**Duty 2**

**General Summary:**

**Percentage: 20**

Determines and formulates the appropriate method and course of action for implementing service plans utilizing a person-centered, strength-based case planning perspective.

**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.
- Re-assess risk level and service planning on a regular basis.
- Assist the individual to become a self-advocate.
- Assist the individual in securing necessary resources.
- Inform the client of options and educate him/her on how to make the best possible use of available resources.
- Promote services for clients in the least restrictive environment.
- Ensure that community programming balances client choice with safety and security.
- Advocate for protection of the frail, disabled and elderly.
- Promote employment counseling and training services for developmentally disabled persons to ensure inclusion in the range of career opportunities available in the community.
- Ensure that community programming balances client choice with safety and security.

**Duty 3**

**General Summary:**

**Percentage: 30**

Caseload Management.

**Individual tasks related to the duty:**

- Assist providers with registration, reporting and payments.
- Review the progress made toward client's goals and work with client and service providers on the services' plan and goals.

- Maintain ongoing contact with individuals and service providers to monitor service and progress.
- 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 outcome; 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.

Participate in community forums, town meetings, hearings, etc. for the purpose of information gathering and sharing.

**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. Customer interviews can be conducted at local offices, customer residence or other locations as needed and therefore may require travel.

**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.

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.

**22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?**

New position.

**23. What are the essential functions of this position?**

Position functions as a professional social caseworker providing services to vulnerable individuals. Responsibilities may involve one or more of the following programs administered by DHHS: adult protective services, adult community placement and independent living services

**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?**

This position functions in the local office environment. Position functions as a professional social caseworker and provides services to vulnerable adults.

**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. In addition:

Good interviewing techniques.

Ability to analyze the physical, psychological, and social factors contributing to maladjustment.

Ability to observe client conditions and environments.

Ability to develop, monitor, and modify client service plans.

*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