

Position Code

1.

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

This position description serves as the official classification document of record for this position. Please complete this form 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
	Civil Service Commission
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
	The Bureau of Benefits Administration
4. Civil Service Position Code Description	10. Division
Student Assistant	
5. Working Title (What the agency calls the position)	11. Section
ESP Student Assistant	Employee Service Program
6. Name and Position Code Description of Direct Supervisor	12. Unit
Kristin Giering, State Administrative Manager	
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
Bethany Beauchine, Director, Bureau of Benefits Administration	CCC Bldg., 400 South Pine, Lansing with the potential for remote work. 8:00 a.m. – 5:00 p.m. days and time will vary
14. General Summary of Function/Purpose of Position	
Assist the Employee Service Program (ESP) with program administrative support functions and assist with the provision of employee assistance services to state employees and their family members to facilitate the prevention and resolution of work and personal problems affecting job performance.	

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 of Duty 1 **% of Time 50%**

Receive, transfer, and route calls as a support to ESP administrative support staff.

Individual tasks related to the duty.

- Provide receptionist coverage for the ESP office secretary. Route callers following ESP criteria based on information provided by the caller regarding their level of urgency.
- Following ESP approved procedures, schedule employees if appropriate for an ESP assessment appointment. Handle information received from clients and other persons interacting with staff in a confidential manner.
- Determine the most appropriate and empathic response to help de-escalate situations where an employee is extremely upset.
- Provide clear, thorough and accurate client information when transferring calls to ESP Counselors.
- Respond to questions from employees, supervisors, personnel officers, union stewards, treatment professionals and other interested parties about program services and procedures for receiving services.

Duty 2

General Summary of Duty 2 **% of Time 30%**

(Percentage of time spent on each duty varies from day to day.)

Under the immediate supervision of the Program Manager, assist ESP Clinical Social Work Manager and counseling staff with direct client services.

Individual tasks related to the duty.

- Assist with conducting psychosocial clinical assessments of state employees' job related and personal problems and developing a plan of action that is individualized and specific to the needs of the employee. Assist with determining the need for mental health and substance abuse treatment services and making recommendations and referrals for further services or treatment.
- Follow up with employees to ensure access to timely and effective treatment and community resources.
- Consult and follow up with treatment providers on pertinent work-related information for inclusion in treatment and aftercare plans.
- Maintain timely and complete records of client intake, closure and clinical notes on client's progress with personal and work-related problems.
- Ensure client information is handled in accordance with appropriate codes of ethics, state and federal regulations, and program policies and procedures pertaining to confidentiality.

Duty 3

General Summary of Duty 3

% of Time 20%

Perform special projects and assignments, attend meetings, and serve on committees/work groups as assigned by Program Manager.

Individual tasks related to the duty.

- Serve as a member of internal work groups or committees to accomplish the work related to program goals and objectives assigned.
- Complete special research and individual project assignments to accomplish the work related to program goals and objectives assigned.

Duty 4

General Summary of Duty 4

% of Time _____

Individual tasks related to the duty.

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

Identification of on-panel insurance option referrals for employees, as well as use of other ESP approved resources. State employees and their eligible family members are affected by these decisions.

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

Decisions that cannot be made under well-defined guidelines require supervisory review, including all decisions involving any risk or crisis.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Sitting, standing, lifting and carrying presentation materials.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

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|---|--|
| ☐ 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?

23. What are the essential functions of this position?

Assist the Employee Service Program (ESP) with program administrative support functions and with the provision of employee assistance services to state employees and their family members to facilitate the prevention and resolution of work and personal problems affecting job performance.

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

Duty percentages have changed slightly...

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

The program functions as the employee assistance program for state employees and eligible family members, designed to address employee productivity issues by identifying and assisting in the resolution of employee job and personal concerns. Also, through the statewide Critical Incident Stress Management Program (CISM) the Employee Service Program provides services to state employees affected by a traumatic incident in the workplace.

The ESP Student Assistant will assist the Employee Service Program (ESP) with the provision of employee assistance services to state employees and their family members to facilitate the prevention and resolution of work and personal problems affecting job performance and assist with program administrative support functions

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

EDUCATION:

Current enrollment in an accredited Bachelor of Social Work or related degree program, with preference given for enrollment in a Master of Social Work degree program.

EXPERIENCE:

One -two years of experience working, interning, or volunteering in social work type positions.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to handle verbal and written communications in a highly confidential manner, ability and knowledge on how to interact with distressed callers or visitors using empathy, provide supportive responses, ability to effectively manage own stress in difficult work situations, ability to focus on work in a positive manner. Prefer a solid background in computer fundamentals (Word, Excel, Access, PowerPoint), excellent grammar skills and proficient writing and editing ability. Ability to work as a team member with ESP staff, communicate effectively in one-to-one and group situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

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

Appointing Authority Signature

Date

TO BE FILLED OUT BY EMPLOYEE

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's Signature

Date

NOTE: Make a copy of this form for your records.