

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. STDDADM1B92N

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-DPT OF HUMAN SVC CNTL OF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Child Support
4. Civil Service Position Code Description STATE ADMINISTRATIVE MANAGER-1	10. Division Program Development Division
5. Working Title (What the agency calls the position) Policy Section Manager	11. Section Policy
6. Name and Position Code Description of Direct Supervisor ADRIAN, MICHAEL C; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor CHALLA, JENNEL L; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Lansing, MI / Monday-Friday, 8:00am-4:30pm

14. General Summary of Function/Purpose of Position

The Policy Section Manager oversees all policy and business practice development for the Michigan Title IV-D Child Support Program. This position supervises lower-level managers functioning as Team Leaders for defined program specialty areas (case management, financials, establishment and enforcement). The Policy Section Manager oversees development of a collaborative team-based approach to policy development, implementation planning, interpretation and application of state and federal laws/regulations, and business practice development. The Policy Section Manager is responsible for ensuring the involvement of users from all partner organizations in the policy/practice development and implementation process. This position ensures Michigan's compliance with all federal and state laws and regulations governing the Title IV-D program and manages development and federal certification of the Title IV-D State Plan. This position coordinates all project management activities and assigns project managers to coordinate projects, initiatives and pilot programs originating in all OCS divisions and program components.

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

Directs lower-lever Team Leaders and professional staff in the development and implementation of program policy, procedures, and business practices. Oversees analysis and monitoring of federal and state legislation impacting the Child Support Program and its interests. Coordinates all project management activities.

Individual tasks related to the duty:

- Formulates current and long range plans for the Policy Section including the recent or proposed legislative revisions, and policy and procedure development priorities.
- Defines roles and responsibilities among Section teams and specialty areas to ensure cross-functional cooperation and collaboration
- Directs and monitors Section activities to ensure compliance with federal and state regulations and policies.
- Directs and monitors Section activities to ensure proper accountability for Policy Section resources.
- Oversees policy development and clearance; establishes and approves quality assurance standards and ensures practitioner input; directs program evaluation, and analysis of federal and state statutory and regulatory program requirements.
- Reads and critically assesses all written policy documentation prior to publication to ensure clear, coherent, thorough, and effective communication to program professionals. Provides timely, thorough, clear, direct, and supportive feedback to authors. Approves documents for final publication.
- Assigns Section program experts to systems development teams and monitors development to ensure automated systems are responsive to program needs and requirements; oversees system testing by program experts and practitioners.
- Identifies issues and problems creating barriers to efficient and effective policy and program development,takes appropriate actions to resolve issues, gain support for initiatives and activities, and achieve program performance goals.
- Develops strategies for managing legislative revisions; monitors legislative activity; proposes changes to enhance and improve the statewide program, drafts legislative language.

Duty 2

General Summary:

Percentage: 35

Represents MDHHS/OCS through regular professional interaction with officials at federal, state and local levels. Advocates and negotiates for the best interests of MDHHS/OCS and the child support program in policy development, business practices, legislative matters and the interpretation and application of state and federal law.

Individual tasks related to the duty:

- Interacts with the federal Office of Child Support Enforcement Office to negotiate interpretations and clarifications of federal rules and regulations to promote Michigan needs and uniquenesses.
- Interacts with State Court Administrative Office, Prosecuting Attorneys Association, Friend of the Court Association regarding development of policies, procedures, business practices and legislation and builds consensus on a variety of issues and decisions.
- Interacts with representatives of various program Sections within MDHHS and with other state or federal organizational units impacting child support operations (e.g. TANF, Dept. of Treasury, Unemployment Agency, Dept. of Corrections, DTMB).
- Interacts with representatives of private sector businesses and service providers with operations that interface with OCS and are impacted by OCS policies, practices, systems, and priorities (e.g., employers and Chambers of Commerce, Financial Institutions and Banking Associations, Hospitals, HMOs, Insurance providers).
- Prepares and presents materials at state, regional and national meetings and training conferences.
- Research and respond to special inquiries from MDHHS administration, legislators and other elected or appointed government officials, the Governor's Office, and media contacts via MDHHS/OCS media designees.
- Takes action to ensure practitioner input and feedback on all legislation, policies/procedures and systems development.
- Ensures adherence to Human Centered Design principles in the development of work products and ensures assessment of policies and Title IV-D procedures and practices that are equitable and responsive to the diverse populations the program serves.

Duty 3**General Summary:****Percentage: 15**

Plans, organizes, directs and controls the administrative and supervisory activities necessary for the successful operation of a work Section of subordinate managers and professional staff.

Individual tasks related to the duty:

- Approves employee leaves and schedules; conducts service ratings; counsels and disciplines employees; responds to grievances; interviews and hires employees; trains employees.
- Approves employee work products; coordinates work schedules and assignments to ensure timely and efficient Section operations.
- Develops budget recommendations for Policy Section including staffing needs, staff training, travel, equipment and materials for technical assistance to county agencies and policy team activities.
- Develops and implements internal Section policies, processes, and procedures to ensure efficient and effective product development.
- Creates a professional working environment that strongly encourages employee engagement.
- Develops and implements performance standards for Section staff and Section outputs/outcomes.
- Attends and conducts meetings.
- Initiates and authorizes the requisitioning of supplies and equipment needed to support the work activities.
- Maintains records and files concerning work Section operations and staff.
- Receives and responds to requests for data and information developed and/or tracked by Section policy teams and/or project managers.
- Creates memos, letters, and other documents as necessary to support the work activities and administrative needs of the Policy Section.

Duty 4**General Summary:****Percentage: 5****State Plan Operation****Individual tasks related to the duty:**

- Oversees ongoing plan evaluation and revision to existing state plan certification based on new and revised state statutes and implemented and modified program processes.
- Responds to federal requests for new and modified certifications based on federal statutes and regulations.
- Oversees development of appropriate submittal documents, prepares for certification and forwards through agency-level administration to OCSE.

Duty 5**General Summary:****Percentage: 5****Other duties as assigned****Individual tasks related to the duty:**

Other duties as assigned.

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

Initiation of proposed policy/business practice changes, new processes and project management activities, system revisions and enhancements. These decisions to initiate are determined by the positions' interaction and participation in consensus building and decision-making with OCS executives, program leadership, subject-matter experts, other Division staff, first-line professionals and Michigan professional organizations, Determination of the need for and content of formal State Plan submittals to the Federal OCSE. Approval of automated system business and functional designs and deliverables.

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

Controversial or politically sensitive policy developments that could adversely impact funding and county revenue, or impact contracted service delivery.

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.

Standard office/desk environment.

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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
WASHINGTON, VANESSA P	DEPARTMENTAL MANAGER-3 14	MALONE, KEEGAN Z	DEPARTMENTAL MANAGER-3 14
ROSS, SANDRA	DEPARTMENTAL MANAGER-3 14		

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?

Yes

23. What are the essential functions of this position?

The Policy Section Manager oversees all policy and business practice development for the Michigan Title IV-D Child Support Program and supervises lower-level managers for defined program specialty areas (case management, financials, establishment and enforcement).

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

Updating PD to get one on file with the most up-to-date information.

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

The federal Title IV-D Child Support Enforcement program addresses the needs of children and families through the establishment, enforcement and collection of child support. The Office of Child Support is the designated State agency responsible for administration of Title IV-D in Michigan. This position reports to the Division Administrator for Program Development Division and has administrative responsibility for program-wide policy and business practice development, program evaluation, legislative affairs, State Plan certification and project management.

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

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

State Administrative Manager 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

Alternate Education and Experience

State Administrative Manager 15

Education level typically acquired through completion of high school and two years of safety and regulatory or law enforcement experience at the 14 level; or, one year of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification. In addition:

Extensive knowledge of federal, state, and local relationships that impact the operations of the Child Support Program. Proficient at reviewing and editing the written technical work of others with attention to detail and critical thinking. Thorough knowledge of the principles and techniques of administrative management including organization, planning, staffing, training, budgeting and reporting. Ability to establish and maintain effective relationships with government officials, private sector businesses, professional personnel, and others. Intentional commitment to employee engagement. Working knowledge of human centered design principles and equity impact analysis.

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.

ANTHONY TODARO

Appointing Authority

9/8/2026

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