

**MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION**

**ASSISTANCE PAYMENTS SUPERVISOR**

**JOB DESCRIPTION**

Employees in this job supervise Assistance Payments Workers involved in a variety of assignments designed to determine an applicant's eligibility for financial assistance programs and maintenance of ongoing cases. Case related activities include the development, evaluation, and maintenance of client eligibility information. The work is performed through the application of a body of knowledge related to assistance payments methods, practices, procedures, policies, and regulations; and, materials and equipment utilized by the Assistance Payments Worker. The work is performed under general supervision and requires knowledge of the policies, procedures, and regulations of assistance payments programs, social services programs, supervisory techniques, personnel policies, and procedures.

There is one classification in this job.

**Position Code Title – Assistance Payments Supervisor-1**

**Assistance Payments Supervisor 12**

The employee serves as a first-line supervisor with responsibility for directing the work of Assistance Payments Workers.

**JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

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Maintains records, prepares reports, and composes correspondence relative to the work.

Directs and participates in the activities of an assistance payments unit.

Interprets laws, policies, and procedures pertaining to specific assistance programs.

Advises workers having trouble with individual cases regarding specific financial services programs, as well as, alternative community services.

Monitors case activity and periodically reviews cases to insure that appropriate financial and referral services are provided.

Reviews and resolves complaint cases and assists workers in resolving difficult or complex cases.

Monitors and evaluates the provision of client services in the work area.

Serves as a resource person to the staff and the public regarding community referral services and financial assistance programs.

Writes hearing summaries, participates in pre-hearing conferences and hearings, and explains decisions in administrative hearings.

Directs workers in the review and evaluation of client circumstances and documentation to determine the type and amount of assistance for which the applicant or client is eligible and determines if client's financial needs can be met by alternative means when department assistance is not available.

Authorizes immediate assistance on an emergency basis when warranted to obtain food, shelter, transportation, medical care, or utility service for needy clients.

Provides assistance to staff in developing effective caseload management techniques to maintain timely service to clients.

Maintains liaison with public and private agencies providing services to clients.

Assures coordination of assistance payments services and referral with service program staff.

Provides assistance in the development of programs, policies and procedures related to the provisions of financial services to the public.

Represents the Department in public speaking engagements regarding financial assistance services.

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Plans and conducts in-service training for subordinate staff.

May be responsible to initiate, negotiate, coordinate or monitor contracts with providers in support of assistance payment programs.

May be assigned or approved to represent the Department of Human Services' interests on a human service agency governing board or committee.

Performs related work as assigned.

**JOB QUALIFICATIONS**

**Knowledge, Skills, and Abilities**

Knowledge of the principles and techniques of providing client service.

Knowledge of departmental service programs.

Knowledge of social service, community and governmental agencies.

Knowledge of the policies, procedures, and regulations concerning the departmental financial assistance programs.

Knowledge of community social conditions.

Knowledge of interviewing techniques and methods for obtaining and communicating information.

Knowledge of office management.

Knowledge of community resources for providing financial assistance to families, individuals and groups.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Knowledge of cultural and sub-cultural values and patterns of behavior.

Knowledge of emotional states and their behavior indicators; e.g., management of angry/violent clients.

Knowledge of agency mission, goals and objectives.

Ability to instruct, direct, and evaluate employees.

Ability to evaluate and effect changes in procedures and activities as required.

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Ability to elicit client eligibility information by interview or investigation.

Ability to analyze client financial circumstances and needs.

Ability to apply eligibility criteria and rules to client information and make appropriate determinations.

Ability to evaluate and respond to situations not covered by policy or procedures.

Ability to evaluate a full range of options for meeting client's financial needs.

Ability to work tactfully, collaboratively, and diplomatically with others.

Ability to negotiate with other community and agency representatives.

Ability to maintain records, prepare reports, and compose correspondence related to the work.

Ability to maintain favorable public relations.

Ability to communicate with individuals who have emotional or mental problems and with members of different or sub-cultural groups.

Ability to effectively communicate with others, both verbally and in writing.

Ability to analyze new policies and procedures and incorporate into existing practices.

### **Working Conditions**

Some jobs require an employee to work in adversarial situations.

### **Physical Requirements**

None.

### **Education**

Completion of two years of college (60 semester or 90 term credits).

### **Experience**

Three years of experience equivalent to an Assistance Payments Worker, including one year equivalent to an Assistance Payments Worker E10; or, Three years of experience equivalent to a Migrant Program Worker, including one year equivalent to a Migrant Program Worker E10; or, Three years of experience equivalent to a Family Independence Specialist, including one year equivalent to a Family Independence Specialist P11.

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**Alternate Education and Experience**

Educational level typically acquired through completion of high school and five years of experience equivalent to an Assistance Payments Worker, including three years equivalent to an Assistance Payments Worker E10 may be substituted for the education and experience requirements.

Two years of experience as an Assistance Payments Worker, Migrant Program Worker, or Family Independence Specialist **in addition** to one year of experience in one of the following related areas:

Resource Program Analyst or Departmental Analyst work as a Family Independence Program (FIP) analyst responsible for activities such as assessing legislation, developing program policy, applying policy in case reviews, or serving as a policy and case consultant. Examples include Temporary Assistance to Needy Families; Food Stamp Management Evaluation, or Food Assistance Management Evaluation.

Analyst in the county office functioning as a Project Zero Coordinator, Technical Assistance Team, JET Coordinator (closely involved in the local office application of FIP policy); or, Community Resource Coordinator (must have specific experience related to employment efforts, such as the previous Project Zero Coordinator working with the community in the development and implementation of employment initiatives.

Human Resource Developer providing Assistance Payments Worker, Family Independence Specialist, or FIP training.

Quality Control Analyst

**Special Requirements, Licenses, and Certifications**

None.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

**Job Code**

ASTPAYSPV

**Job Code Description**

Assistance Payments Supervisor

**Position Title**

Assistance Payments Supervisor-1

**Position Code**

ASPYSVP1

**Pay Schedule**

NERE-024