

**MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION**

**CLIENT/RESIDENT AFFAIRS SUPERVISOR**

**JOB DESCRIPTION**

Employees in this job supervise, participate in, and direct a client/resident affairs advisory program in a mental health facility. The employee, under general supervision, works within general methods and procedures and exercises considerable independent judgment to adapt and apply guidelines to specific situations as needed. The work requires knowledge of the policies, procedures, and regulations of client/resident affairs advisory programs, and supervisory techniques, personnel policies, and procedures.

There are two classifications in this job.

**Position Code Title – Client/Resident Affairs Supervisor-1**

Client/Resident Affairs Supervisor 10

The employee serves as a first-line supervisor with responsibility for directing administrative support employees.

**Position Code Title – Client/Resident Affairs Supervisor-2**

Client/Resident Affairs Supervisor 11

The employee serves either as a second-line supervisor with responsibility for directing administrative employees through lower-level supervisors, or as a first-line supervisor of Client/Resident Affairs Representatives.

**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.

Establishes procedures for and directs the management and safekeeping of client/resident funds and property.

Explains laws, regulations, policies, and procedures of the client/resident affairs advisory program to staff, clients/residents, relatives, and attorneys.

Coordinates client/resident placement and transportation.

Represents the facility in probate court; prepares and files notices and petitions appropriate to the legal proceeding and provides testimony.

Monitors court proceedings involving clients/residents to ensure staff compliance with legal requirements.

Coordinates and monitors client/resident applications for state and federally funded entitlement programs.

Coordinates office functions with other programs in the facility.

Participates in meetings and conferences.

Performs related work as assigned.

### **JOB QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

**NOTE:** Considerable knowledge is required at the 10 level and thorough knowledge is required at the 11 level.

Knowledge of client/resident business affairs such as spending/saving plans, income taxes, insurance benefits, assistance programs, commitments, and guardianships.

Knowledge of patient admission, discharge, and transfer process and related procedures.

Knowledge of the rules and regulations of the Department of Community Health as related to the clients/residents of mental health facilities and their families and guardians.

Knowledge of probate court proceedings affecting client/resident admissions and guardianships.

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Knowledge of the attitudes and behaviors of the mentally ill or developmentally disabled.

Knowledge of state and federally funded entitlement programs.

Knowledge of office practices and procedures.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Knowledge of equal employment and labor relations practices.

Ability to instruct, direct, and evaluate employees.

Ability to gather facts using interview techniques and to explain procedures, policies, and rules.

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

Ability to effectively communicate with others.

Ability to maintain favorable public relations.

### **Working Conditions**

Some jobs may require travel.

Some jobs require direct contact with patients.

Some jobs are located in a mental health facility.

Some jobs require the ability to operate a motor vehicle.

### **Physical Requirements**

The job duties require an employee to be absent of any physical limitation which would impair effective performance in the Department of Community Health.

### **Education**

Educational level typically acquired through completion of high school.

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**Experience**

**Client/Resident Affairs Supervisor 10**

Two years of experience equivalent to a Client/Resident Affairs Representative, including one year equivalent to a Client/Resident Affairs Representative E9.

**Client/Resident Affairs Supervisor 11**

Three years of experience equivalent to a Client/Resident Affairs Representative, including two years equivalent to a Client/Resident Affairs Representative E9 or one year equivalent to a Client/Resident Affairs Representative 10.

**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**

RECAFRSPV

**Job Code Description**

Recipient Affairs Supervisor

**Position Title**

Client/Resident Affairs Supervisor-1

Client/Resident Affairs Supervisor-2

**Position Code**

CLRASPV1

CLRASPV2

**Pay Schedule**

NERE-020

NERE-023

ECP Group 3  
Revised 6/1/06  
TeamLeaders