

MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION

SOCIAL SERVICES LICENSING MANAGER

JOB DESCRIPTION

Employees in this job serve as professional managers directing and supervising the work of professional consultants and service workers in a designated work area such as foster care, child day care, child welfare, and camp programs. The employee, under general supervision, works within general methods and procedures and exercises considerable independent judgment to adapt and apply the guidelines to specific situations. The work requires knowledge of the policies, procedures, and regulations of specific social services licensing consultant programs, and supervisory techniques, personnel policies, and procedures.

There is one classification in this job.

Position Code Title - Social Servcs Licensing Mgr-2

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The employee functions as a first-line professional manager of professional positions in a standard work area, a first-line professional manager of a professional position in a complex work area, a first-line professional manager of nonprofessional positions in a complex work area, a first-line manager of a professional position in a standard work area receiving executive direction, or a first-line professional manager of nonprofessional positions in a standard work area receiving executive direction.

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.

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

Interprets statutes, policies, and procedures in the more difficult cases.

Establishes and maintains controls to ensure that licensing activities are conducted in an efficient and timely manner.

Reviews complaint investigations and determines follow-up plans.

Participates in the development of licensing procedures and the formulation or revision of licensing rules, including participation on ad hoc committees.

Provides overall regulatory coordination with local offices and agencies.

Coordinates office space, equipment, supplies, and clerical support for staff at particular sites.

Periodically reviews cases to determine compliance with applicable statutes, rules and administrative policies; assures that statutes and rules are uniformly applied.

Prepares administrative, personnel, and statistical reports for the central office; conducts correspondence.

Directs the preparation of case material to be used in administrative hearings and court proceedings.

Represents the department in complex contested cases when an Attorney from the Office of the Attorney General cannot be assigned.

Assigns territories and caseloads to licensing consultants, personally taking part in the most complex situations.

Meets with the local prosecuting attorney regarding the suppression of illegal operating facilities.

Organizes and provides leadership in conferences, seminars, and workshops.

May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work as assigned.

## JOB QUALIFICATIONS

### Knowledge, Skills, and Abilities

Considerable knowledge of the statutes, administrative rules, and departmental policies pertaining to a specific licensing program.

Considerable knowledge of the administration, organization, and operation of public and private agencies in the specific program area.

Considerable knowledge of protective services and referral processes related to the program.

Considerable knowledge of facility planning concepts and techniques.

Considerable knowledge of trends, philosophy, services and programs relevant to the organizations being serviced or regulated.

Considerable knowledge of human development and behavior.

Considerable knowledge of administrative hearing and court procedures.

Considerable knowledge of equal employment opportunity practices.

Considerable knowledge of problems involved in the direction of department regulatory programs.

Considerable knowledge of current literature in the field.

Considerable knowledge of training and supervisory techniques.

Considerable knowledge of employee policies and procedures.

Ability to instruct, direct, and evaluate employees.

Ability to train professional field staff.

Ability to provide professional consultation concerning operations, professional services, and staff development as it relates to the program.

Ability to make independent decisions in complex cases.

Ability to analyze data, to reach sound conclusions, and to prepare clear and concise reports.

Ability to prioritize assignments and to organize workload.

Ability to interpret laws, rules and regulations, and administrative policies clearly and effectively to licensees, applicants, and the public.

Ability to deal with licensees in a direct and constructive manner.

Ability to represent the department in administrative or court hearings.

Ability to investigate and handle serious abuse and neglect situations with effective timeliness to assure the protection and safeguarding of residents or consumers of the service.

Ability to establish and maintain professional relationships with other agency administrators.

Ability to maintain records, prepare reports, and compose correspondence.

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

### Working Conditions

*None*

### Physical Requirements

*None*

### Education

Possession of a master's degree with a major in social work, psychology, sociology, elementary education, early childhood education, child development, gerontology, guidance and counseling, or rehabilitation counseling.

### Experience

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Two years of professional experience equivalent to an Adult Foster Care Consultant P11, Child Day Care Consultant P11, Camp Consultant P11, or Child Welfare Consultant P11.

### 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

SOCSLIMGR

#### Job Code Description

SOCIAL SERVICES LICENSING MANAGER

#### Position Title

Social Servcs Licensing Mgr-2

#### Position Code

SOCLMGR2

#### Pay Schedule

NERE-148

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07/19/2015