

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

GENERAL SERVICES PROGRAM MANAGER

JOB DESCRIPTION

Employees in this job direct the activities of one or more professional Services Specialists in combination with Assistance Payments Workers and/or Family Independence Specialists in a Department of Human Services county or district office. Work is performed through the application of a body of knowledge related to service programs such as adult services or prevention services as well as knowledge of financial assistance programs for socially and economically disadvantaged individuals and families, maintenance of client eligibility information; and identification and development of plans to achieve self sufficiency. The employee works within general methods and procedures, and exercises independent judgment to adapt and apply guidelines to specific situations. The work requires knowledge of the policies, procedures, and regulations of social services programs, and of supervisory techniques, personnel policies, and procedures.

There are three classifications in this job. The classification level is determined by the application of the Professional Managerial Position Evaluation System.

Position Code Title – General Services Program Manager-2

General Services Program Manager 13

The employee functions as a first-line professional manager of professional and nonprofessional positions in a standard work area.

Position Code Title – General Services Program Manager-3

General Services Program Manager 14

The employee functions as a second-line professional manager of professional and nonprofessional positions in a standard work area, or as a first-line professional manager of professional and nonprofessional positions in a complex work area.

Position Code Title – General Services Program Manager-4

General Services Program Manager 15

The employee functions as a third-line professional manager of professional and nonprofessional positions in a standard work area, or as a second-line professional manager of professional and nonprofessional positions in a complex work area.

|

GENERAL SERVICES PROGRAM MANAGER

PAGE 2

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.

Monitors case activity and periodically reviews cases to ensure that appropriate financial assistances and services programs are provided and referral resources are developed

Directs the activities of financial, family independence, and services staff and programs.

Directs and assists employees in the development of appropriate assessments, case plans, and services.

Plans and conducts in-service training for subordinate staff.

Interprets laws, policies, and procedures pertaining to human services programs.

Assists employees with and reviews cases, handles contacts with clients and others as required.

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

May be responsible to initiate, coordinate, or monitor contracts with providers in support of human service programs.

GENERAL SERVICES PROGRAM MANAGER

PAGE 3

Develops, plans and finds resources to address clients and families problems in areas such as day care, employment, training, housing, counseling, financial assistance, and other areas, using specific services methods; monitors services provided.

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

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

Provides direct counseling services to clients.

Prepares reports, attends conferences and individual meetings, gives testimony, and makes speeches as necessary.

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

NOTE: Thorough knowledge is required at the 13 and 14 levels, and extensive knowledge is required at the 15 level.

Knowledge of state and federal social welfare laws and financial assistance laws, rules, and regulations.

Knowledge of social service agencies, community services, and departmental financial assistance programs.

Knowledge of social work theory, methods, and terminology for casework, group work and community organization.

Knowledge of human behavior and the behavioral sciences, including human growth and development, dynamics of interpersonal relationships and family dynamics.

Knowledge of the basic principles of casework involving analysis of the physical, psychological, and social factors contributing to maladjustment.

GENERAL SERVICES PROGRAM MANAGER

PAGE 4

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

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

Knowledge of emotional states and their behavioral indicators.

Knowledge of social problems, their causes, effects, and means of remediation.

Knowledge of the types of discrimination and mistreatment that clients may encounter.

Knowledge of the principles and techniques of achieving change in individuals and groups, and an ability to demonstrate successful application.

Knowledge of training and supervisory techniques and an ability to successfully apply techniques as needed.

Knowledge of employee policies and procedures.

Knowledge of the principles and techniques for achieving changes in individuals and groups.

Knowledge of equal employment practices.

Ability to instruct, direct, and evaluate employees.

Ability to monitor and evaluate the appropriateness of assessments, case plans, and services.

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

Ability to persuade or influence people in favor of specific actions, changes in attitude, or insights.

Ability to research and analyze case activities and caseload management, as well as program and organizational needs.

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

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

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

GENERAL SERVICES PROGRAM MANAGER

PAGE 5

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

Ability to maintain favorable public relations.

Working Conditions

Some jobs require an employee to work in adversarial situations.

Some jobs may require an employee to conduct home calls.

Physical Requirements

None.

Education

Possession of a bachelor's degree with at least 30 semester (45 term) credits in social work, sociology, psychology, family ecology, consumer/community services, family studies, family and/or child development, guidance/school counseling, counseling psychology, and criminal justice. (NOTE: Status as a Family Independence Manager, Services Program Manager, Services Specialist, or Family Independence Specialist satisfies the education requirement.)

Experience

General Services Program Manager 13

Three years of professional experience equivalent to a Services Specialist or Family Independence Specialist, including one year equivalent to a Services Specialist P11 or Family Independence Specialist P11.

General Services Program Manager 14

Three years of professional experience equivalent to a Services Specialist or Family Independence Specialist, including one year equivalent to a Services Specialist P11 or Family Independence Specialist P11; or one year of experience equivalent to a General Services Program Manager 13, Family Independence Manager 13, or Services Program Manager 13.

General Services Program Manager 15

Two years of experience equivalent to a General Services Program Manager 13, Family Independence Manager 13, or Services Program Manager 13; or one year equivalent to a General Services Program Manager 14, Family Independence Manager 14, or Services Program Manager 14.

Special Requirements, Licenses, and Certifications

None.

GENERAL SERVICES PROGRAM MANAGER

PAGE 6

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
GSPRGMGR

Job Code Description
General Services Program Mgr

Position Title

General Services Prog Mgr-2
General Services Prog Mgr-3
General Services Prog Mgr-4

Position Code

GSPRMGR2
GSPRMGR3
GSPRMGR4

Pay Schedule

NERE-140
NERE-143
NERE-147

ECP Group 3
8/11/2010
SA