MICHIGAN CIVIL SERVICE COMMISSION

JOB SPECIFICATION

SERVICES SPECIALIST ASSISTANT

JOB DESCRIPTION

This position performs a variety of activities to support the implementation of case plan implementation and permanency planning for socially and economically disadvantaged individuals who receive services in the areas of child welfare including child protective services, prevention, foster care, licensing, and adoption.

Position Code Title - Services Specialist Asst-E

Services Specialist Assistant 8

This is the entry level. The employee works in a learning capacity receiving close supervision.

Services Specialist Assistant 9

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing a range of services specialist assistant activities.

Services Specialist Assistant E10

This is the experienced level. The employee performs a full range of services specialist assistant assignments using considerable independent judgment.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: Listed job duties are typical examples of work of positions in this classification. Not all duties assigned to every position are included, nor will all positions be assigned every duty. The general description of job duties does not authorize performance contrary to any state or federal licensing or certification requirements.

Accompany Services Specialist on visits with youth and family members.

Transport family members to facilitate family involvement.

Report observations made during visits and propose recommendations as needed to the Services Specialist.

Participate in Team Decision Meetings.

Compile required documentation of case management as directed by the Services Specialist.

Collaborate with the Services Specialist and others as required.

Consult with assigned staff and additional service providers.

Maintain communication with the Services Specialist.

Gather resource and documentation information for adoptive/recruitment purposes.

Participate in pre-placement conferences with the Services Specialist.

Assist the Services Specialist in interviewing and engaging with relatives and prospective adoptive parents.

Assist the Services Specialist in obtaining needed verifications.

Assist the Services Specialist in the home study.

Locate and make initial contact with relatives and potential adoptive parents.

Gather and share information about relatives and adoptive families.

Conduct internet searches to locate relatives and permanent family connections.

Supervise parent-youth, sibling, relative and/or potential adoptive relative's visitations.

Observe interactions, intercede when required, and report any incidents/observations to the Services Specialist.

Contact service providers to identify additional needs that families and youth may require as recommended by the Services Specialist.

Coordinate and initiate meetings with service providers as needed.

Assist in the evaluation of relative and potential adoptive parents' homes.

Assist youth in obtaining required personal documentation (such as birth certificate).

Assist families, youth and/or potential adoptive parents in completing applications and other required documents.

Follow-up to pre- and post-adoptions to gather information.

Assist transitioning youth in finding apartments, job searches, obtaining school records, and other pertinent information.

Perform related work as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, and considerable knowledge is required at the experienced level.

Knowledge of problems experienced by the socially and economically disadvantaged population.

Knowledge of safety issues when conducting home visits.

Knowledge of interviewing and data gathering techniques to gather information about client circumstances and needs.

Knowledge of the needs and problems faced by socially and economically disadvantaged individuals and their families.

Knowledge of community resources, programs, private and public organizations, and services available to assist vulnerable client population.

Knowledge of cultural and subcultural values and patterns of behavior.

Knowledge of safety issues when making home visits especially the potential for, and acknowledgement of, dangerous situations when visiting clients’ homes.

Ability to use initiative and discretion in making decisions.

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

Ability to read, interpret, apply, and explain various programs and services that are available.

Ability to develop and maintain documentation, prepare reports and develop correspondence related to the work.

Ability to attend to children's personal hygiene.

Ability to maintain favorable public relations.

Ability to follow oral and written instructions.

Ability to operate a motor vehicle.

Ability to maintain confidentiality.

Ability to work independently.

Ability to organize work and establish priorities.

Working Conditions

Services are provided either in-office or at the client’s home.

Some assignments require considerable travel.

Standard use of a computer.

Flexible work hours may be required to meet operational needs (i.e. supervising visits in the evening).

Some jobs require an employee to work in adversarial situations.

Some jobs require an employee to work in a hostile environment.

Physical Requirements

Some positions require the ability to lift 25 lbs. to complete the duties of the position. This can include children and/or equipment.

Education

Completion of two years of college (60 semester or 90 term credits) with a minimum of 15 semester (23 term) credits in one or a combination of the following human services areas: social work, sociology, psychology, forensic psychology, education, community development, law enforcement, behavioral science, gerontology, special education, education of the emotionally disturbed, education of the gifted, family ecology, community services, family studies, family and/or child development, counseling psychology, criminal justice, human services, a human services-related counseling major, or interdisciplinary studies in social science.

Experience

Services Specialist Assistant 8

No specific type or amount is required.

Services Specialist Assistant 9

One year of experience equivalent to a Services Specialist Assistant 8.

Services Specialist Assistant E10

Two years of experience equivalent to a Services Specialist Assistant 8 or one year equivalent to a Services Specialist Assistant 9.

Alternate Education and Experience

Services Specialist Assistant 9

Possession of a bachelor's degree with at least 30 semester (45 term) credits in one or a combination of the following human services areas: social work, sociology, psychology, forensic psychology, education, community development, law enforcement, behavioral science, gerontology, special education, education of the emotionally disturbed, education of the gifted, family ecology, community services, family studies, family and/or child development, counseling psychology, criminal justice, human services, a human services-related counseling major, or interdisciplinary studies in social science may be substituted for the education and experience requirements.

Services Specialist Assistant E10

One year of experience as a Services Specialist may be substituted for the education and experience requirements.

NOTE: Civil Service can individually evaluate equivalent combinations of education and experience providing required knowledge, skills, and abilities to qualify.

Special Requirements, Licenses, and Certifications

Possession of a valid driver's license.

Candidates are subject to a MDHHS background check.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code	Job Code Description
SRVSPLAST	SERVICES SPECIALIST ASSISTANT

Position Title	Position Code	Pay Schedule
Services Specialist Asst-E	SRVSPLAE	W22-001

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08/02/2026