

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

FAMILY INDEPENDENCE MANAGER

JOB DESCRIPTION

Employees in this job direct the activities of Family Independence Specialists and Assistance Payments Workers to provide services to socially and economically disadvantaged individuals; to assist families in the identification and development of plans for self sufficiency, including services such as day care, employment and training, and income assistance. The employee works within general methods and procedures, and exercises considerable 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 two classifications in this job. The classification level is determined by the application of the Professional Managerial Position Evaluation System.

Position Code Title - Family Independence Mgr-2

Family Independence Manager 13

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

Position Code Title - Family Independence Mgr-4

Family Independence Manager 15

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

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.

Plans and conducts in-service training for subordinate staff.

Provides assistance to staff in developing effective caseload management techniques to maintain timely service to recipients and applicants.

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

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

Monitors and evaluates case assessment and services to ensure that appropriate services are provided and referral services are developed.

Develops, plans, and finds resources to address a broad range of recipient and family problems in areas such as day care, employment and training, housing, counseling, financial assistance, and other areas, using specific service methods.

Functions as a liaison and resource to staff, the public, and community agencies for the development, availability, and delivery of client services, referral services and processes, and program development issues.

Provides assistance to staff in assessing the employment potential of clients to determine barriers to self-sufficiency.

Evaluates and resolves service delivery problems.

Develops and implements local office and interagency programs, policies, and procedures.

Attends conferences and individual meetings, gives testimony, and makes speeches, as necessary.

Provides direct counseling services to recipients and applicants.

Initiates, negotiates, coordinates, and/or monitors contracts with providers in support of human services programs.

May be assigned or approved to represent the Michigan Department of Health and Human Services' (MDHHS) 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 level, and extensive knowledge is required at the 15 level.

Knowledge of state and federal social welfare 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, terminology and practices 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 cultural and sub-cultural values and patterns of behavior.

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

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

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

Knowledge of the types of discrimination and mistreatment that applicants and recipients may encounter.

Knowledge of family and marital problems, including family violence, their characteristics, and solutions.

Knowledge of community resources providing assistance to families and individuals.

Knowledge of emotional states and their behavior indicators.
Knowledge of principles and techniques of achieving change in individuals and groups.
Knowledge of training and supervisory techniques.
Knowledge of employee policies and procedures.
Knowledge of equal employment opportunity 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 cultures and subcultures.
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 research, develop, and implement new programs and resources.
Ability to communicate effectively.
Ability to maintain records, prepare reports, and compose correspondence related to the work.
Ability to maintain favorable public relations.

Working Conditions

Some jobs may require an employee to conduct home calls.
Some jobs require travel.
Some jobs require an employee to work in adversarial situations.

Physical Requirements

None

Education

Possession of a bachelor's degree with at least 30 semester (45 term) credits in one or a combination of the following human service areas: social welfare, social work, sociology, psychology, family ecology, community services, family studies, family and child development, guidance and counseling, criminal justice, gerontology, special education, education of the emotionally disturbed, or education of the gifted. (NOTE: Status as a Family Independence Specialist satisfies the education requirement.)

Experience

Family Independence Manager 13

Three years of experience equivalent to a Family Independence Specialist or Services Specialist, including one year equivalent to the P11-level; or, one year equivalent to an Assistance Payments Supervisor 12.

Family Independence Manager 15

One year of experience equivalent to a Services Program Manager 14; or, two years equivalent to a Family Independence Manager 13, General Services Program Manager 13 or Services Program Manager 13; or three years equivalent to an Assistance Payments Supervisor 12.

Alternate Education and Experience

Family Independence Manager 13

The following combinations of experience may substitute for the experience requirement for Family Independence Manager 13:

Two years of experience as a Family Independence Specialist or Services Specialist in addition to one year of experience in one of the following Family Independence Program related areas:

Quality Control Analyst.

Human Resources Developer providing FIP and ESA training.

Departmental Analyst in the county office as a Project Zero Coordinator (closely involved in the local office application of FIP policy).

Resource Program Analyst or Departmental Analyst work as a Family Independence program 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 (TANF); Zone Family Independence Program (FIP) Specialist; Food Stamp Management Evaluation (FSME).

The following combinations of education and/or experience may be substituted for the education requirement:

One year of experience classified as a Departmental Analyst functioning as a Project Zero Coordinator and a bachelor's degree in any major.

Six years of experience as an Assistance Payments Worker, Migrant Program Worker, and/or a Job Start Worker.

Four and half years of Assistance Payments Worker, Migrant Program Worker, or Job Start Worker experience and one year of college.

Three years of Assistance Payments Worker, Migrant Program Worker, or Job Start Worker experience and two years of college.

One and a half years of Assistance Payments Worker, Migrant Program Worker, or Job Start Worker experience and three years of college.

One year of experience as an Assistance Payments Worker, Migrant Program Worker, or a Job Start Worker and a bachelor's degree in any major.

Special Requirements, Licenses, and Certifications

Candidates are subject to a MDHHS background check.

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

FAMINDMGR

Job Code Description

FAMILY INDEPENDENCE MANAGER

Position Title

Family Independence Mgr-2

Family Independence Mgr-4

Position Code

FAMNMGR2

FAMNMGR4

Pay Schedule

NERE-140

NERE-147

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