

**MICHIGAN CIVIL SERVICE COMMISSION**  
**JOB SPECIFICATION**  
**SERVICES PROGRAM MANAGER**

**JOB DESCRIPTION**

Employees in this job direct the activities of professional Services Specialists in one or more of a variety of service program areas such as protective services, foster care, adoption, juvenile justice, foster home licensing and adult services in a Michigan Department of Health and Human Services (MDHHS) county or district office. May also supervise Family Independence Specialists and/or Assistance Payments Workers. The employee 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 social services programs, and of supervisory techniques, personnel policies, and procedures.

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

**Position Code Title - Services Program Mgr-2**

Services Program Manager 13

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

**Position Code Title - Services Program Mgr-3**

Services Program Manager 14

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

**Position Code Title - Services Program Mgr-4**

Services Program Manager 15

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

**Position Code Title - Services Program Mgr-5**

Services Program Manager 16

The employee functions as a third-line professional manager of professional 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.

Monitors case activity and periodically reviews cases to ensure that appropriate services are provided and referral sources are developed.

Monitors and evaluates the provision of client services in the work area.

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

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

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

Plans and conducts in-service training for subordinate staff.

Maintains liaison with public agencies, private agencies, and governmental entities.

Serves as a resource person to subordinate staff and the public with respect to community resources available for client referrals and in interpreting services available.

Directs the activities of services staff.

Provides assistance to the management staff in defining and resolving service delivery problems.

Develops plans and finds resources to address clients and families problems in housing, employment, training, counseling, and other areas, using specific service methods; monitors services provided.

Provides assistance in the development of programs, policies, and procedures related to the provision of services to the public.

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

Provides direct counseling services to clients.

May be assigned or approved to represent the MDHHS' interests on a human services agency governing board or committee.

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**

**NOTE:** Thorough knowledge is required at the 13 and 14 levels and extensive knowledge is required at the 15 and 16 levels.

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

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

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

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

Knowledge of community resources for providing assistance to families, individuals, and groups.

Knowledge of cultural and subcultural values and patterns of behavior.

Knowledge of emotional states and their behavior indicators.

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

Knowledge of the types of discrimination and mistreatment to which clients may be subjected and applicable remedies.

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

Knowledge of employee policies and procedures.

Knowledge of equal employment practices.

Ability to instruct, direct, and evaluate employees.

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

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

Ability to alleviate stress and anxiety and be supportive of persons.

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

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

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.

### **Physical Requirements**

*None*

### **Education**

Possession of a bachelor's or master's degree in one of the following human services areas: social work, sociology, psychology, family ecology, community services, family studies, family and/or child development, guidance/school counseling, counseling psychology, criminal justice, or human services.

### **Experience**

#### **Services Program Manager 13 - 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.

#### **Services Program Manager 14**

One year of experience equivalent to a Services Program Manager 13, General Services Program Manager 13 or Family Independence Manager 13.

### Services Program Manager 15 - 16

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

### Alternate Education and Experience

#### Services Program Manager 13 - 14

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

- Resource Program Analyst or Departmental Analyst work as a services program analyst responsible for activities such as assessing legislation, developing program policy, or serving as a policy and case consultant (e.g., foster care analyst, protective services analyst, zone service specialist).
- Human Resource Developer providing training to services staff in a services program area (e.g., a trainer for the Child Welfare Institute).

### Special Requirements, Licenses, and Certifications

Candidates are subject to a MDHHS background check.

An applicant hired or promoted to a Services Program Manager position that involves the management of protective services, foster care services or adoption services must successfully complete a supervisory training program of at least 40 class hours; and, pass a competency-based performance evaluation of that training within three months after assuming the Services Program Manager position. The competency-based performance evaluation shall include a written examination.

**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

SOCSPRMGR

#### Job Code Description

SERVICES PROGRAM MANAGER

#### Position Title

Services Program Mgr-2

Services Program Mgr-3

Services Program Mgr-4

Services Program Mgr-5

#### Position Code

SOCPMGR2

SOCPMGR3

SOCPMGR4

SOCPMGR5

#### Pay Schedule

NERE-140

NERE-143

NERE-147

NERE-156

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