

**MICHIGAN CIVIL SERVICE COMMISSION**  
**JOB SPECIFICATION**

**SERVICES PROGRAM MONITOR 14**

**JOB DESCRIPTION**

Employees in this job function as a professional specialist assisting ECP Group 4 managers in directing and monitoring child welfare programs. The employee directs activities of child welfare staff in both public and private entities to meet agency goals and objectives; serves as technical advisor in monitoring and evaluating services as it relates to policy and/or the federal child welfare goals; evaluates the impact of policies and procedures on services delivery; and, provides assistance in determining and solving services delivery problems.

Positions are (1) designated as a specialist by the Appointing Authority; (2) accepted and classified by Civil Service; (3) require advanced knowledge in the field of work; (4) responsible for highly complex assignments; (5) the scope of responsibility is significant; and (6) the job function has considerable impact within the department. Typically, positions in this job do not provide direct supervision.

There is one classification in this job.

**Position Code Title - Services Program Monitor**

**Services Program Monitor 14**

The employee functions as a third-level specialist.

**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.

Participates in the design, implementation, and evaluation of agency child welfare programs and initiatives as assigned by the manager.

Prepares preliminary reports and data evaluating the impact, efficiency, and effectiveness of programs.

Monitors program operations, and identifies and reports potential and actual problem areas to the manager.

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

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

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

Plans and conducts in-service training for staff.

Serves as a resource person to staff and the public with respect to specific programs.

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

Provides assistance in the development of programs, policies, and procedures.

Represents the manager's viewpoint in meetings with agency staff, legislators, citizens, and special interest groups.

Develops criteria and measures the effectiveness of programs in meeting policies as assigned; recommends program changes.

Conducts special studies and makes recommendations concerning program design and development.

Studies agency staffing needs and recommends training and recruitment activities as necessary in accordance with the needs of the internal and external stakeholders.

Performs related work as assigned.

## **JOB QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

Thorough knowledge of program planning, development, and evaluation methods.

Thorough knowledge of state and federal social welfare laws, rules, and regulations.

Thorough knowledge of child welfare statutes, policies, and procedures.

Thorough knowledge of departmental assistance programs.

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

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

Thorough knowledge of interviewing techniques and methods for obtaining and communicating information.

Thorough knowledge of social problems, their causes, effects, and means of remediation.

Thorough knowledge of family and marital problems, their characteristics, and solutions.

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

Thorough knowledge of cultural and subcultural values and patterns of behavior.

Thorough knowledge of emotional states and their behavior indicators.

Thorough knowledge of risk assessment.

Thorough knowledge of group dynamics and processes.

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

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

Thorough knowledge of training and coaching techniques and an ability to successfully apply techniques as needed.

Ability to recommend policies, procedures, and problem resolutions.

Ability to plan, develop, and evaluate programs.

Ability to motivate and lead others in the accomplishment of a task.

Ability to organize and facilitate meetings.

Ability to instruct, direct, and evaluate employees work.

Ability to organize and coordinate the work of others.

Ability to set priorities and assign work to other professionals.

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 assignments require considerable and possible overnight travel.

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

Some jobs require an employee to work in adversarial situations.

### **Physical Requirements**

None.

### **Education**

Possession of a bachelor's or master's degree with a major in one 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.

OR

Possession of a bachelor's degree in any major 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.

### **Experience**

#### **Services Program Monitor 14**

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

### **Special Requirements, Licenses, and Certifications**

Candidates are subject to a Michigan Department of Health and Human Services (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**

SERPROMON

**Job Code Description**

SERVICES PROGRAM MONITOR 14

**Position Title**

Services Program Monitor

**Position Code**

SERPMON

**Pay Schedule**

W22-089

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01/07/2024