

1. Position Code
SOCSSPLA

State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.) 	8. Department/Agency Department of Health and Human Services (DHHS)
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) Field Operations
4. Civil Service Classification of Position Services Specialist (12)	10. Division Outstate Operations
5. Working Title of Position (What the agency titles the position) MiTEAM Specialist (12)	11. Section <i>Position Specific</i>
6. Name and Classification of Direct Supervisor <i>Position Specific, Program Manager (14)</i>	12. Unit <i>Position Specific</i>
7. Name and Classification of Next Higher Level Supervisor <i>Position Specific, Program Manager (15)</i>	13. Work Location (City and Address)/Hours of Work <i>Position Specific</i>

14. General Summary of Function/Purpose of Position

The MiTEAM Specialist (non-caseload carrying) is the recognized field resource for Strengthening our Focus on Children and Families, Michigan's approach to the implementation of the MiTEAM Practice Model and Continuous Quality Improvement (CQI) in a Performance-Based Child Welfare System.

The MiTEAM Practice Model is a trauma-informed approach to case practice in child welfare that is based on the fundamental belief that all children deserve to be safe from harm, raised in loving, committed families, and provided the kinds of supports to build their well-being. The core competencies of MiTEAM are teaming, engagement, assessment and mentoring.

MiTEAM Specialist are leaders that embody best practice with a keen ability and desire to impact change. The MiTEAM Specialists initiate routine opportunities to assist caseworkers in their local office(s) as they apply best practice in everyday child welfare activities to improve safety, permanency and well-being for the children and families we serve. MiTEAM Specialists utilize four core duties (model, coach, train, and observe/document/provide feedback) to impact change in their local area. They will also assess and address local opportunities for growth. There are two ancillary duties (contribute to policy and program development and participate in efforts around Strengthening our Focus on Children and Families in Michigan) that they will perform to assist with development in our state.

15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1 **75% of Time**

Model to promote the development of skills, coach to support caseworkers in utilizing skills, train by providing formal and informal educational opportunities, observe caseworker's interactions, and document those observations to formulate and provide effective feedback that facilitates the refinement of skills. The purpose of the duties is to increase proficiency related to the MiTEAM competencies.

***PLEASE NOTE THAT THE PERCENT OF TIME SPENT ON THESE DUTIES WILL BE DIRECTLY IMPACTED BY THE COUNTY'S PHASE OF IMPLEMENTATION AROUND STRENGTHENING OUR FOCUS.

Individual tasks related to the duty.

Model:

- Create an environment that is conducive of observational learning.
- Demonstrate how to complete daily tasks in child welfare.
- Advocate for, and demonstrate best practices and skills.

Coach:

- Provide and process self -evaluation tools with caseworkers.
- Determine areas for growth and potential goals around increasing knowledge, skills and abilities.
- Assess current circumstances by gathering information.
- Explore potential options for growth or accomplishment of goals.
- Facilitate the caseworker in moving to action to increase knowledge, skills and abilities or accomplish a goal.
- Review progress with the caseworker to offer encouragement and support.

Train:

- Develop and/or prepare for training.
- Create an environment that encourages learning.
- Connect the content of the training to everyday child welfare activities.
- Utilize interactions as educational opportunities.

Observe, document and provide feedback:

- Determine the caseworker's skills level to ensure observation and feedback will be meaningful and appropriate.
- Observe caseworker's interactions with children, families, partners and the community.
- Document observations in a behaviorally specific way and provide them to caseworkers.
- Provide meaningful and timely feedback.

Duty 2

General Summary of Duty 2 **10% of Time**

Assess and address local opportunities for growth.

Individual tasks related to the duty.

Each quarter collaborate with local management and/or implementation teams to assess and determine opportunities for growth in the local office(s) related to Strengthening our Focus Implementation Efforts. Ensure the MiTEAM competencies remain the focus of all improvement efforts.

Create an individualized plan on how to utilize the MiTEAM Specialist core duties (modeling, coaching, training, and observing/providing feedback) to facilitate growth around identified areas of need.

Report progress in accomplishing identified goals and action steps.

Duty 3

General Summary of Duty 3

10% of Time

Support local and statewide efforts to improve and implement policy and programs that will strengthen case practice.

Individual tasks related to the duty.

Maintain knowledge and expertise of all policies and programs impacting the local office.

Gather and analyze information to identify local trends where case practice may be negatively impacted by policies, procedures or programs.

Recommend modifications to policies and procedures that would better assist caseworkers in achieving our identified outcomes.

Participate in Practice Support Trainings and Practice Support Networking Meetings.

Duty 4

General Summary of Duty 4

5% of Time

Participate in Strengthening our Focus on Children and Families Implementation Efforts.

***PLEASE NOTE THAT THE PERCENT OF TIME SPENT ON THIS DUTY WILL BE DIRECTLY IMPACTED BY THE COUNTY'S PHASE OF IMPLEMENTATION.

Individual tasks related to the duty.

- Participate in Quality Services Reviews (QSR) and other continuous quality improvement (CQI) efforts.
- Participate in and/or co-lead county teaming structure.
- Collaborate with others to develop, guide and sustain implementation efforts.
- Collaborate with others to arrange logistics and supplies for all MiTEAM enhancement coaching labs, sessions, trainings and meetings.
- Participate in MiTEAM Enhancement coaching labs, supervisory small group sessions and other trainings to facilitate connections between content and everyday child welfare activities.
- Support integration of concepts and initiatives.

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Determine the best way to utilize the core job duties to assist individuals in the field. Utilize the core duties to create a plan in collaboration with regional and/or local management to provide field guidance around the MiTEAM Practice Model and address identified opportunities for growth. Articulate the reasoning and intentions behind the creation of the plan. Collaborate with internal and external partners to advocate and educate others on the Strengthening our Focus on Children and Families Approach. Compile feedback from field to assist Central Office staff in the preparation and revisions of policy, forms, supplemental training, etc.

17. Describe the types of decisions that require your supervisor's review.

Completed Quarterly Reports should be reviewed and approved by supervision. Upper management and local quality control teams should be in agreement with the plan created to address local needs. In addition, suggestions made to Central Office regarding revisions and additions to forms, policy, process, etc. will require review of the direct supervisor.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Walking throughout the office area. Sitting at a desk and working on a computer. Lifting and carrying less than 20 pounds. Lifting and carrying files to filing cabinet, carrying information packets for presentations, and driving a car. Extensive travel in state and extended absences from the office location.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. My responsibility for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> Train employees in the work. |

21. I certify that the above answers are my own and are accurate and complete.

Signature Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?
Revised by management.

23. What are the essential duties of this position?

The MiTEAM Specialist will model to promote the development of skills. They will coach to support caseworkers in utilizing skills and train them by providing formal and informal education opportunities. MiTEAM Specialist will also observe caseworker’s interactions, and document those observations to formulate and provide effective feedback that facilitates refinement of skills. In addition to this MiTEAM Specialist will be responsible for assessing and addressing local opportunities for growth. They will support local and statewide efforts to improve and implement policy and programs that will strengthen case practice. Furthermore, they will participate in Strengthening our Focus on Children and Families Implementation Efforts.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

This position reflects the evolution of the previously titled Peer Coach Position. The changes have allowed the position to expand from a complex concept with assigned tasks to an operationalized position with clearly defined responsibilities and procedures. The new description captures and leverages much of the work that the individual's in the position are already doing in their local offices. It was recognized that the position is unique as it should be designed to target three populations; individuals, counties and our state. Previously, the position's main function or identified procedure was to observe and provide feedback to caseworkers. This is not an effective way to assist those individual learners who are in the beginning stages of learning and haven't developed a solid frame of reference for the feedback that is provided. Therefore, the position was expanded to incorporate alternative methods for facilitating caseworkers at all levels of mastery to increase their proficiency in teaming, engaging, assessing and mentoring. It also recognizes that offices have unique needs and allows enough flexibility to encourage individualization without losing the integrity of the position. Furthermore, the position aligns with our desire to build a continuous learning culture by providing individuals in the position with additional structure and support so that they can offer our state a bridge between current practices and future enhancements in child welfare. Lastly, the position is progressive in that the description is relevant to all counties despite their stage of implementation with the Strengthening our Focus on Children and Families Approach.

25. What is the function of the work area and how does this position fit into that function?

This position serves a specified area within the state. They will be a mobile staff person that reports to a Supervisor in a DHHS Child Welfare County Office within their assigned area. DHHS Office is responsible for the successful implementation of the case practice model (which includes concurrent permanency planning). The MiTEAM Specialist duties are all critical to model integrity and sustainability. This position serves this function.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position?

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, family ecology, consumer/community services, family studies, family and/or child development, guidance/school counseling, counseling psychology, or criminal justice.

EXPERIENCE:

Three years of professional experience providing social casework services to socially and economically disadvantaged individuals equivalent to a Services Specialist, including one year equivalent to a Services Specialist P11.

KNOWLEDGE, SKILLS, AND ABILITIES:

The individual in this position must be proficient at teaming, engaging, assessing and mentoring with internal partners and external customers in Michigan's child welfare system. Leadership skills with an ability to impact change are essential to the success of this position. Conflict resolution, respectful communication, facilitation, negotiation and organizational skills are also needed. The individual in the position must also be able to work autonomously and take the initiative to enhance and develop the knowledge and skills needed to act as a technical expert in the defined areas. Ability to collect and use critical thinking to analyze data is required along with working several different software systems. Written and oral communication must be professional and appropriate to share with external partners and DHHS management.

CERTIFICATES, LICENSES, REGISTRATIONS:

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

29. I certify that the entries on these pages are accurate and complete.

Appointing Authority's Signature

Date