

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Manager (SSM) I

POSITION NUMBER:

800-906-4800-003

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Adult Programs Division

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Adult Protective Services Unit

SUPERVISOR'S NAME:

James Treggiari

SUPERVISOR'S CLASS:

Program Liaison

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE

I have read this duty statement and agree that it represents the duties I am assigned.

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

The Adult Protective Services (APS) Unit Supervisor directly supervises and evaluates the performance of three Associate Governmental Program Analysts (AGPAs)/Staff Services Analysts (SSAs).

Total number of positions for which this position is responsible: 3

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

To provide comprehensive policy directives and respond to the needs of internal and external stakeholders for Adult Protective Services (APS) in an effort to better serve and protect the needy and vulnerable adults served by the APS program.

CONCEPT OF POSITION:

Under the direction of the Adult Protective Services Program Administrator (CEA), the APS Unit Manager is responsible for supervising APS policy development and interpretation as reflected in program regulations and statutes, coordinating the review of proposed legislation within the Adult Programs Division, providing technical assistance to county APS programs, managing contracts for APS social worker training and other projects, and implementing APS activities resulting from state and federal legislation.

A. RESPONSIBILITIES OF POSITION:

40% - Plans, supervises and directs the work of analytical staff while promoting a productive team-oriented working environment. Identifies and addresses resource needs, including the need for additional staff, equipment and information technology. Establishes and maintains work and performance standards for quality and timeliness. Monitors unit activities and ensures compliance with multi-phase plan deadlines. Provides technical assistance and support to counties on high-level or the most sensitive staff work.

30% - Reviews and edits completed staff work to ensure thorough analysis, appropriate recommendations, clear communication of ideas and arguments, and credible use of data. Updates and maintains policies and procedures for APS Unit. Prepares routine status reports on program implementation and issues All County letters and All County Information Notices. Serves as a subject matter expert in the communicating, planning, development, implementation, evaluation, and improvement of APS unit efforts.

15% - Coordinates APS regional training academy contracts and other APS project contracts funded through federal grants from the Administration for Community Living. Liaison between Adult Programs Division Contracts Unit staff and training academies and other grantees, including the California Social Work Education Consortium (CalSWEC).

10% - Facilitates and/or participates in state/county workgroups and regional meetings and represents the department with state, county, stakeholders, advocates and general public. Advise workgroups on the status of APS unit efforts, answer questions and recommend strategies for improvement.

5% - Prepares probation reports and performance reviews, supports staff development, and addresses performance problems and other duties as assigned by Bureau or Branch Chief. Acts as Lead in the absence of the APS Program Liaison as needed, and other duties as assigned.

B. SUPERVISION RECEIVED:

The SSM I receives direction from and reports directly to the Adult Protective Services Program Administrator.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM I is responsible for all management functions of the unit, the maintenance and effective implementation of policies and procedures and necessary staffing functions.

D. PERSONAL CONTACTS:

The SSM I will have frequent contact with and will represent the Department before federal, state, and county staff and the public.

E. ACTIONS AND CONSEQUENCES:

The SSM I must exercise good judgment in planning, organizing and directing the workload and employees of the unit. Failure to use good judgment in handling assignments and imparting information could result in misspent program dollars or litigation against the department, as well as a negative impact on the success of the unit.

F. OTHER INFORMATION:

The SSM I must have excellent judgment, superior analytical skills, the ability to interact with high-level officials and program stakeholders and negotiate effectively, excellent oral and written skills, good interpersonal communication skills, be able to work well under pressure, and the ability to work with minimum direction individually and in a team setting. The SSM I is expected to operate with a significant degree of independence while keeping the APS Program Administrator informed on a timely basis of assignment status, problems impeding progress and potential legal, stakeholder or legislative issues and controversies. The SSM I must exhibit excellent judgment about when to seek direction and when to operate and make independent decisions.