

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacan

CLASSIFICATION:

Program Manager I

POSITION NUMBER:

800-611-4924-910

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

Executive/Disaster Services Branch

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*Field Operations Bureau/  
National Coordination Unit

SUPERVISOR'S NAME:

SUPERVISOR'S CLASS:

Program Manager II

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)*

Fingerprinting

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

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

SUPERVISOR'S SIGNATURE

DATE

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 Program Manager I (PM I) directly supervises one (1) Senior Emergency Services Coordinator.

Total number of positions for which this position is responsible: 1

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

## MISSION OF ORGANIZATIONAL UNIT:

The mission of the Disaster Services Branch (DSB) is to serve, aid, and protect individuals and families affected by disasters and emergencies by supporting local government to provide excellent training, preparedness, response, and recovery services for mass care and shelter activities.

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**CONCEPT OF POSITION:**

Under the direction of the Program Manager II (Bureau Chief), the PM I, directs and manages the National Coordination Unit within the DSB Field Operations Bureau. As the National Coordination Unit manager, the PM I plans activities, develops policies, and sets goals for the program to ensure effective, efficient, and equitable management and delivery of national coordination relative to the planning development, implementation, and coordination of mass care operations and programs. The PM I manages cross-border agreements, formulates program and policy direction, and highly complex alternatives, review technical work products of national-level and federal partners, analyzes legislation having and statewide program impact, coordinates annual state-to-state mass care trainings and exercises, recommends legislative proposals, implementations, and strategic planning. The PM I serve as a liaison between cross-border and national-level state partners, the federal government, and international mass care partners. This role oversees DSB's Emergency Management Assistance Compact (EMAC) activities and serves as a coordinator for state and national associations, in coordination with the California Governor's Office of Emergency Services (Cal OES). The PM I provide subject matter expertise and guidance to cross-border states and national-level partners regarding planning, preparedness, and emergency response related to mass care and sheltering, and will provide direction supervision to assigned staff supporting cross-border states and national-level partners in times of actual emergencies and disasters. During disasters, the PM I may be assigned either in California or out-of-state to an Emergency Operations Center (EOC), such as the Department Operations Center (DOC), State Operations Center (SOC), local EOC, Joint Field Office (JFO), Disaster Recovery Center, or a shelter operation.

**A. RESPONSIBILITIES OF POSITION:**

**45% - Cross-Border and National Level Coordination**

Supervises the National Coordination team. Acts as the representative on behalf of the California Department of Social Services (CDSS) in developing plans and exercises including but not limited to cross-border and western-region support agreements, various catastrophic plans, etc. Oversees the development and organization of public outreach with cross-board and national government and non-government organizations to integrate and socialize mass care programs and foster partnerships with the national mass care and shelter community. Consults and negotiates with national partners, state and federal agencies, organizations, and associations regarding guidance development and operational challenges, and participates the collaborative plan writing process.

Oversees the development of cross-border agreements and plans. Works in coordination with the DSB Training and Exercise Unit to develop and facilitate national trainings and cross-border exercises. Prepare and make formal presentations to public and private agencies, groups, and organizations.

**25% - Disaster Response**

Manages and directs response activities related to cross-border and national management of mass care and shelter for individuals displaced outside of California during a disaster. This position will be required to travel to other states to support California residents who must shelter outside of California. This position will also support border county residents leaving their state to shelter in California.

**15% - Planning, Response, and Recovery Program/Projects**

Provide recommendations on planning, response, and recovery programs/projects related to statewide and national mass care and sheltering operations. Serve as the legislative lead in coordinating analysis, revised, and/or proposed legislation that may impact disaster programs by providing a detailed analysis using methodologies that assist in the implementation of a recommendation and proposed course of action for the Branch. Coordinate with other DSB Bureau's regarding input in legislative analysis. Responsible for reviewing and providing feedback on Federal Emergency

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Management Agency (FEMA)-related changes to regulations and FEMA guidance documents. Serves as the lead liaison between the DSB and Cal OES when other states request mass care and shelter support. This position works closely with the DSB Recovery and Reimbursement Unit during the EMAC reimbursement process.

10% - Personnel Management

Plans, organizes, directs, provides managerial review of the work performed by the National Coordination team. Provides regular and timely written probation reports and performance appraisals to staff. Counsels staff and initiates disciplinary actions as necessary. Recruits, hires, trains, develops, and provides leadership to staff. Complies with state and federal laws, rules, regulations, bargaining unit contracts, and policies in all personnel practices, including, but not limited to: Hiring, employee development, and management. Identifies appropriate long-range plans and goals to address succession planning and knowledge transfer. Submits individual development plans and administrative leave requests including leave, overtime, travel, and training in a timely manner, accurately reporting time, and submits timesheets by the due date.

5% - Other Duties

Lead for other related duties and trainings as required to support the mission of the Department and/or Bureau's disaster response role. Act as the Bureau's technical expert and representative on related matters during disaster and non-disaster times. Make Departmental presentations regarding Bureau activities, roles, responsibilities, and historical data.

B. SUPERVISION RECEIVED:

The PM I is supervised directly by the Field Operations Bureau Program Manager II (Bureau Chief) and indirectly by the Program Manager III of the Disaster Services Branch.

C. ADMINISTRATIVE RESPONSIBILITY:

The PM I performs the full range of supervisory and management duties, including, but not limited to: Interpreting and adhering to policies, rules, laws, regulations, and bargaining unit contracts; providing direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; reviewing work and evaluating performance by staff by providing regular feedback and completing timely probationary reports, annual performance appraisals, and individual development plans; monitoring employee performance and, if necessary, utilize discipline principles and procedures; completing personnel documentation, and utilizing the competitive hiring process; and approving or denying administrative requests, including leave, overtime, travel, and training.

D. PERSONAL CONTACTS:

The PM I will have frequent contact with the Field Operations Bureau Chief to control and report on the activities and policies of National Coordination. Additionally, the PM I may represent the CDSS in the following functions: Discussing, analyzing, and resolving highly critical and sensitive emergency response issues and/or negotiations with the cross-border and national-level mass care directors, Cal OES, FEMA, the Small Business Administration, Federal Department of Defense, American Red Cross, The Salvation Army, community-based organizations, and faith-based community relative to contractual agreements and memorandums of understanding.

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E. ACTIONS AND CONSEQUENCES:

The PM I must exercise good judgement in making decisions affecting all aspects of National Coordination, Field Operations Bureau, DSB, and the Department. Poor judgement and decisions can adversely impact Field Operations morale and effectiveness, jeopardize federal financial participation, damage the policy-making process, and diminish the Department's ability to meet federal and state mandates. Failure to maintain and execute emergency and disaster plans may impact the ability to provide care and shelter to persons displaced from their dwellings by natural or human-caused emergencies and disasters. These failures may lead to circumstances detrimental to the health and safety of California's public. Additionally, failure to maintain and execute emergency and state disaster plans will hinder the ability to maintain a "readiness" mode at the onset of a future disaster.

F. OTHER INFORMATION:

The PM I is subject to a 24-hour on-call in the event of an emergency and must be able to respond to a disaster assignment on short notice. The PM I is required to travel and participate in disaster-related work; monitor a cell phone and respond to email and phone calls 24-hours per day/seven days a week, including holidays; work irregular hours and overtime; work at locations other than the official duty station; and perform other related duties that are not specified in the duty statement. The PM I must have the ability to perform in extremely challenging situations with tact and professionalism; be organized; and communicate effectively orally and in writing.