

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Staff Services Manager I

POSITION NUMBER:

234-4800-004

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

Family E & E/Housing, Housing and Homelessness Bran

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

Housing and Homelessness

SUPERVISOR'S NAME:

Marta Galan

SUPERVISOR'S CLASS:

SSM 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*)

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 Staff Services Manager I (SSM I) will directly supervise six professional staff.

Total number of positions for which this position is responsible: 6

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

MISSION OF ORGANIZATIONAL UNIT:

The Housing and Homelessness Branch is responsible for the development, implementation, and evaluation of programs related to housing support and homelessness mitigation. The branch also includes the Administrative and Training (ATS) unit, which provides budgetary, personnel, and IT related support for the division.

CONCEPT OF POSITION:

Under the direction of the Housing and Homelessness Section Chief, the Staff Services Manager I (SSM I) manages six professional staff responsible for program and policy development, county oversight, and technical assistance pertaining to housing support and homelessness mitigation programs operated by county health and human service agencies and tribal governments. The SSM I is responsible for supervising staff, monitoring work flow, and leading numerous statewide policy development projects, including overseeing continuing and implementing new programs related to homelessness.

A. RESPONSIBILITIES OF POSITION:

20% Oversees the development and dissemination of implementation guidelines and best practices for various housing and homeless assistance programs. Provides guidance and direction to staff to become housing and homelessness assistance subject matter experts in order to provide ongoing technical assistance to a variety of stakeholders and partners. Is a resource to internal and external stakeholders on housing and homelessness strategy, policy and programming and answers questions from staff, other divisions, CDSS executive management, and external entities. Oversees overall program design, coordination and implementation and facilitates internal meetings and county and tribal trainings pertaining to housing and homeless assistance. Attends and participates in housing and homelessness-related work groups, conferences and trainings, as necessary for continued development.

20% Plans, organizes, directs, and evaluates the work of staff responsible for housing and homeless assistance programs. Reviews and approves staff work, including program and policy analysis as well as written guidance such as bill analyses, All County Letters, All County Information Notices, program regulations, and similar documents.

15% Reviews and analyzes quantitative and qualitative data to evaluate programmatic implementation, trends, outcomes and expenditures. Uses data to inform program guidance, continuous quality improvement and technical assistance plans. Partners with external entities for broader program evaluations. Assists in the creation and revision of programmatic data reporting forms.

15% Oversees the development of housing and homeless assistance program reports, summaries, presentations, talking points, and briefing materials provided to CDSS executive leadership relevant to critical funding and policy decisions. Informs, reviews and approves documentation used to educate audiences such as legislative staff, community housing organizations, welfare and disability advocates, and the general public.

15% Develops strategy for and oversees plan and execution of the review, approval and dissemination of housing and homelessness mitigation program funds in a timely manner. Upon approval of program funding by the Legislature, coordinates the process, including stakeholder engagement, and approves letters soliciting program proposals and proposal updates. Responsible for ensuring the review and evaluation of program proposals is completed timely and makes recommendations for program allocations.

10% Manages, directs and conducts personnel activities including, but not limited to, recruitment, hiring, on-boarding, staff evaluations, and staff training and development. Tracks and manages staff performance and effectively communicates bureau priorities to staff, sets assignment goals and milestones, develops staff work plans, and conducts team meetings as needed.

5% Other duties as assigned.

B. SUPERVISION RECEIVED:

The SSM I reports directly to and receives general direction from the Housing and Homelessness Section Chief.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM I is expected to effectively communicate with county and tribal government representatives, external housing entities, and all levels of CDSS management, including executives.

D. PERSONAL CONTACTS:

The SSM I routinely interacts with CDSS executives and management staff. In addition, the SSM I is responsible for coordinating with various stakeholders in work related to housing and homelessness mitigation programs. The SSM I has frequent interaction with staff from other state departments, county human service agencies, the County Welfare Directors Association (CWDA), Tribal Administrators and other external entities.

E. ACTIONS AND CONSEQUENCES:

This position is responsible for the oversight, tracking and monitoring of housing and homelessness mitigation program performance and expenditures at the county level. Failure to exercise adequate oversight may result in poor program performance and homeless individuals or families not receiving critical services. These programs have high legislative interest and visibility.

F. OTHER INFORMATION:

Experience in coordinating with multiple agencies as well as developing and overseeing new and innovative statewide programs related to housing and homelessness prevention is highly desirable. Knowledge of broader social service programming including Child Welfare Services, California Work Opportunity and Responsibility to Kids (CalWORKs) and various disability benefits programs, including the Supplemental Security Income/State Supplementary Program for the Aged, Blind and Disabled (SSI/SSP), Social Security Disability Insurance (SSDI), the Cash Assistance Program for Immigrants (CAPI), and other state and federal housing and homeless mitigation programs is also desirable. The SSM I must be flexible, have an excellent work ethic, and strong prioritization, interpersonal, and communication skills. The SSM I must also be able work under pressure and independently. Some travel may be required.