

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION: <b>Staff Services Manager II</b>	POSITION NUMBER: <b>473-4801-912</b>
DIVISION/BRANCH/REGION: <i>(UNDERLINE ALL THAT APPLY)</i> <b>Family E &amp; E/Housing and Homelessness Branch</b>	BUREAU/SECTION/UNIT: <i>(UNDERLINE ALL THAT APPLY)</i> <b>Housing and Homelessness</b>
SUPERVISOR'S NAME: <b>Danette Deremo</b>	SUPERVISOR'S CLASS: <b>Staff Services Manager III (Bureau Chief)</b>

## SPECIAL REQUIREMENTS OF POSITION :

- ☐ 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.
- ☐ 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 II will oversee one (1) Staff Services Manager I, and four (4) Staff Services Manager I Specialists.

Total number of positions for which this position is responsible 5

**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 statewide policies and procedures related to CDSS programs pertaining to housing support and prevention of homelessness.

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**CONCEPT OF POSITION:**

Under the direction of the Staff Services Manager III, the Staff Services Manager II (SSM II) manages staff responsible for inter-agency and external affairs, internal and external communications, and legislative work related to housing support and homelessness programs. The SSM II is responsible for supervising staff, monitoring work flow, leading numerous statewide policy development projects. The SSM II oversees staff in a high-profile environment, with in-depth knowledge of the broader state and national policy landscapes.

**A. RESPONSIBILITIES OF POSITION:**

40% Plan, organize, direct, and evaluate the work of staff responsible for inter- and intra-agency programs and projects pertaining to housing and homelessness. Collaborate with external state departments, the Governor's office, tribal partners, counties, and other stakeholders. Develop strategies to improve and increase stakeholder engagement. Direct outreach functions in coordination with program policy subject matter experts, to ensure stakeholders are fully informed of HHD programs. Participate in high-level work groups and strategic planning.

25% Lead staff responsible for developing and coordinating the legislative work of the Division. Provide high-level expertise and strategic recommendations to senior management and executive leadership on the legislative process and deadlines, trailer bills, the state budget process, and other items in relation to our programs. Oversee staff who will coordinate with Division policy subject matter experts and the Department's Office of Legislation, to prepare legislative analyses for the Governor's office. Identify and analyze sensitive issues that may impact HHD programs or create media attention, including but not limited to federal legislation and policies, community or stakeholder work, or items raised by elected officials. Oversee the process for Department-sponsored bills. Coordinate with Division and Department fiscal partners to prepare legislative Budget Change Proposals and requests for operational funding.

25% Oversee the development and dissemination of internal and external communications. Review and approve housing and homelessness prevention summaries, presentations, fact sheets, talking points, and briefing materials provided to CDSS executive leadership relevant to critical funding and policy decisions. Review and approve documentation used to educate audiences such as legislative staff, community housing organizations, welfare and disability advocates, and the general public. Oversee updates to social media and Department website related to the promotion of Division programs. Approve responses to media and public inquiries and oversee the PRA process.

5% Fill in for the Bureau Chief when needed to discuss statewide policy development. Meetings may be with external stakeholders, Health and Human Services Agency staff and executive leadership, the Governor's office, or media. Oversee other Bureau projects as needed.

5% Directly supervise, coach, and support the professional development of professional staff, and indirectly manage and support analytical-level staff. Review and approve final work products.

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B. SUPERVISION RECEIVED:

The SSM II reports directly to and receives general direction from the Bureau Chief of Operations and Integration.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM II is expected to effectively communicate with external state agencies and stakeholders, legislative staff, media, and all levels of CDSS management, including executives.

D. PERSONAL CONTACTS:

The SSM II routinely interacts with CDSS executives and management staff. In addition, the SSM II is responsible for coordinating with various stakeholders in work related to housing and homelessness prevention programs. The SSM II has frequent interaction with staff from other state departments, county human services agencies, and other external entities.

E. ACTIONS AND CONSEQUENCES:

This position is responsible for the oversight, tracking, and monitoring of external affairs, legislative requests, and communications related to housing and homelessness prevention programs at the local, county, and state level. Failure to exercise adequate oversight may result in loss of state funding, 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 new and innovative statewide programs related to housing and homelessness prevention is highly desirable. Knowledge of the California state legislative process, communications and media strategies, and housing and homeless prevention programs is also desirable. The SSM II must be flexible, have good interpersonal skills, strong communication skills, be able to work under pressure, and be capable of working independently. Some travel may be required.