

**DEPARTMENT OF DEVELOPMENTAL SERVICES
DATA ANALYTICS AND STRATEGY
DIVISION OF COMMUNITY ASSISTANCE AND RESOLUTIONS
OFFICE OF COMMUNITY APPEALS AND RESOLUTIONS**

DUTY STATEMENT

JOB TITLE: Staff Services Manager II (Supervisory)

POSITION #: 472-553-4801-001

POSITION DESCRIPTION: Under direction of the Deputy Director, Division of Community Assistance and Resolutions (CEA C), this position provides supervision of the Office of Community Appeals and Resolutions (Office), responsible for informal and formal dispute resolution processes for individuals served in both the regional center community services system and state operated facilities and programs. The position is responsible for coordinating and supervising the work necessary to provide knowledge to individuals and families about their rights and informal and formal dispute resolution processes, and the implementation and management of those processes for the nearly 400,000 individuals with intellectual and developmental disabilities served by the Department's programs.

SUPERVISION EXERCISED: Directly supervises multiple supervisory and professional staff.

SUPERVISION RECEIVED: Reports to and receives direction from the Deputy Director, Division of Community Assistance and Resolutions, CEA C.

EXAMPLES OF DUTIES:

Essential Job Functions:

- 30% Provides full supervisory responsibilities for staff over informal and formal dispute resolution processes, including informal meetings, complaints, whistleblower allegations, and for the mediations and state hearings conducted on behalf of the Department by the Department of General Services' (DGS') Office of Administrative Hearings (OAH). Directs work under, and monitors, the annual multi-million dollar OAH contract. Provides a high level of assistance and direction to OAH through the contract and ongoing coordination regarding its processes, data collection, and communication with claimants and regional centers.
- 25% Provides expertise in formal and informal dispute resolution methods and practices. Works closely and collaboratively with the Office of Community Operations, State Operated Facilities Division, Information Technology, Administration, and other DDS divisions and state departments to gather information to enhance understanding of programs, consumer outcomes and issue resolutions, and budget impacts. Directs and approves the design of the data collection, reporting and visualization processes and tools used to monitor the impact of ongoing appeals process improvements.
- 20% Directs and manages all activities of the Office. Provides ongoing training and development of the Office's employees to ensure the highest level of quality and consistency in designing and managing communications about complex and sensitive issues regarding eligibility and services decisions made by regional centers and state-operated facilities. Review, approve, and advance staff recommendations to address individual and systemic issues and concerns regarding dispute resolutions.

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20% Responsible for oversight of how requests and resolutions are handled throughout the appeals process, identifying trends, and making recommendations to the Deputy Director for practice and policy changes to improve dispute resolution processes and the experiences of individuals and families. Ensures that the Department responds timely and accurately to statutory mandates regarding data reporting that falls within the Office's responsibilities. Coordinate engagement with external stakeholders regarding all aspects of the appeals process.

Marginal Job Functions:

5% Performs other duties as necessary or appropriate.

WORKING CONDITIONS: Work is performed in an office and/or by telework. This position is eligible to participate in DDS' telework program. Participation in telework is subject to DDS' guidelines. Must manage tight timelines and multiple priorities. Sitting for extended periods of time while using a personal computer or reviewing documents and working papers. Occasional travel may be required.

DESIRABLE QUALIFICATIONS:

Knowledge of: The Lanterman Act and the developmental services delivery system, including the regional center system, developmental disabilities, safety net programs, and services offered by State-Operated Facilities Division. Principles of dispute resolution, including informal and formal practices. Principles of data collection, validation, quality, and consistency. Processes and protocols of California state government, including state employee personnel and contracting practices.

Ability to: Supervise, lead and train subordinate staff. Develop and maintain cooperative relationships with other divisions and outside entities. Cultivate a culture of continual improvement. Communicate effectively with individuals and groups, verbally and in writing. Work effectively with management, professional, technical and support personnel. Establish and maintain appropriate priorities for a team and meet deadlines. Analyze situations and data accurately and take effective action. Speak and write effectively. Exercise tact, diplomacy, patience, and high degree of organization.

CERTIFICATION OR LICENSE: None.