

POSITION DUTY STATEMENT

PM-0924 (REV 06/2019)

CLASSIFICATION TITLE Associate Gov Program Analyst	OFFICE/BRANCH/SECTION D04/MAINTENANCE/MAINTENANCE SUPPORT	
WORKING TITLE District Homeless Encampment Program Analyst	POSITION NUMBER 904-605-5393-XXX	EFFECTIVE DATE 4/01/2021

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the direction of the Maintenance Manager II for the Office of Maintenance Support, the incumbent provides functional, and operational guidance regarding Maintenance program activities to multiple Districts, the Caltrans Directorate, and externals in the area of Homeless Encampments on Caltrans property. The incumbent acts as the Program Analyst for Homeless Encampments for the District. The District Homeless Encampment Program Analyst is responsible for policy and program development, research and implementation of the District's Homeless Encampment Program. Works with district personnel providing assistance, guidance, and developing policy relating to posting requirements, enforcement requirements, removal activities, and cleanup of homeless encampments.

The Program Analyst acts as the point of contact and representative for the District on inquiries from public, elected officials, and senior staffs at the local, regional, state and federal levels regarding complex issues, concepts and processes. The incumbent represents the Department on internal and external committees and task forces involving homeless encampments and also serves as a subject matter expert for various contracts. This position requires strong written and oral communication skills.

Incumbent may be required to work evening and weekends.

CORE COMPETENCIES:

As an Associate Gov Program Analyst, the incumbent is expected to develop the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, and Goals.

- **Change Leadership:** Develops new and innovative approaches needed to improve effectiveness and efficiency of work products. Encourages others to value change. Considers impact and recommends changes. (Safety and Health, Stewardship and Efficiency, Sustainability, Livability and Economy - Teamwork)
- **Communication:** Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Safety and Health, Stewardship and Efficiency, Sustainability, Livability and Economy - Commitment, Teamwork)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety and Health, Stewardship and Efficiency, Sustainability, Livability and Economy - Commitment, Teamwork)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Stewardship and Efficiency - Integrity, Teamwork)
- **Fostering Teamwork:** Interest, skill, and success in getting people to work together cooperatively. Gives honest and constructive feedback, reinforces team member contributions, and enlists active participation of team members. (Stewardship and Efficiency, Sustainability, Livability and Economy - Commitment, Teamwork)
- **Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Safety and Health, Stewardship and Efficiency, Sustainability, Livability and Economy - Commitment, Teamwork)
- **Teamwork and Collaboration:** Sets team structure. Organizes, leads, and facilitates team activities. Promotes team cooperation and encourages participation. Capable of cross functionality and working well with others on a team to achieve personal goals, team goals, and organizational goals. Takes responsibility for individual actions in order to achieve consistent results. (Safety and Health, Stewardship and Efficiency, Sustainability, Livability and Economy - Commitment, Teamwork)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	

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20%	E	<p>Serves as the primary contact and coordinator for the District's Homeless Encampment Program. Acts as the District's Program Analyst and liaison and speaks on the Departments behalf at inter-agency meetings, committees and public hearings which have the potential to impact homeless encampments. Works with other agencies and internal divisions to develop social services support for performing homeless encampment abatement.</p> <p>Provides authoritative and professional assistance to the Department in the continuing development, coordination, review, implementation and management of the Department's Litter Abatement Program, impacting homeless encampments. Coordinates, develops, reviews and recommends best management principles, policies, procedures and standards for the development Action Plans and respective revisions and additions.</p> <p>Initiate, coordinate, track, monitor and compile statewide results of all homeless encampment abatement related activities attempted and completed by Caltrans. Monitor and coordinate partnerships and cooperative work plans, agreements, and activities with other agencies and organizations that relate to homeless encampment removal. Coordinates with the Office of Roadside's Contract Manager for the statewide homeless encampment removal contract used for homeless encampment removal services.</p> <p>Works with the California Highway Patrol (CHP), and local agencies, to coordinate enforcement actions to provide safety for Caltrans employees, the public and individuals being removed from State right-of-way.</p>	-
20%	E	Respond to agencies and the public regarding homeless encampment. Works with district staff in coordinating and responding to Caltrans service requests about homeless encampment activities.	+ -
20%	E	<p>Employs sound judgment and collaborative approach with staff and managers from other Divisions to implement complex cross program policies, develop alternatives, resolve and implement solutions to meet the Department's mission, vision, and goals.</p> <p>Prepares special reports, written correspondence, legislative reviews, action requests, statistical data and other written materials as needed in support of the Department's efforts and goals. Reviews correspondence, issue papers, and briefing reports for management pertaining new policies.</p> <p>Remains current on laws regarding homeless encampments and their populace.</p> <p>Determines when issues need to be escalated, while anticipating potential resolution. Considers potential unintended consequences of final outcomes and develops strategies to mitigate and negative consequences.</p>	+ -
20%	E	<p>Assist in the development of Level of Service evaluation processes and participates in respective reviews for Litter Abatement Program quality assurance. Perform Contract Manager duties for the District 4 contract with the Bay Area and provide recommendations on District Maintenance Budget; proposals and future allocations. Work with District staff to identify where budget cuts can be achieved and how work plans will be affected.</p> <p>Review, recommend revisions and assist in the implementation of the District Maintenance work plan and performance contracts for allocation and proposed activities. Monitor performance against work plans and performance contract for the District.</p>	+ -
10%	E	<p>Supports District Suicide Prevention efforts. Assist special projects in External Affairs in working with regional suicide prevention crisis centers and first responders to (1) increase the ability of first responders to prevent suicide, (2) coordinate approaches with regional and sub-regional partners to reduce the stigma around suicide, (3) create increased awareness of regional and community resources, and (4) increase community self-care,</p> <p>Assist in identifying high risk locations in the District. Assist in assessing the feasibility of implementing barriers and/or installing Suicide Crisis Line Signs and cameras, where appropriate.</p>	+ -
10%	M	Acts as liaison between Deputy District Director (DDDM), Division Chiefs, District Maintenance staff, advising them on District homeless problems, policies, practices, and methods.	+ -

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None, but guides District personnel to achieve program objectives.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must possess a thorough knowledge of the Maintenance functions throughout the State and of the purposes, organizational policies and procedures of the Department of Transportation.

Must have the ability to acquire expertise regarding procedures and policies of the Department of Transportation. The incumbent is expected to work effectively with others. Must have the ability to do independent investigations, reach sound conclusions and prepare issue papers and reports for making improvements or changes to existing procedures and standards, when necessary. The incumbent must be able to expand on the practical application of written policies, procedures and standards.

Must be able to judge work quality and performance, interpret Departmental policy, make clear oral and written presentations, and demonstrate leadership abilities. Must be able to work independently and as a member, as the work requires. Must be able to understand changing priorities and remain flexible, work as a member of a team and be flexible in a changing environment.

Ability to plan and organize multiple concurrent activities; advise management on a wide range of matters concerning policy development of maintenance functions, litter abatement, highway planting and roadside management. The incumbent must have the ability to analyze complex problems; evaluate technical data and recommend effective courses of action. Must be able to make objective recommendations for

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maintenance related issues.

Must be familiar with the various laws, regulations, policies and technical guidance for Maintenance, including, but not limited to: the Maintenance Manual and Maintenance Policies, the Highway Design Manual and the Project Development Procedures Manual

Demonstrate excellent leadership qualities, diplomacy, logic and creativity in decision making and relationship building; and resolve conflicts in a positive and constructive manner.

Serve as a key resource to provide expert technical advice to others.

Prepare clear and concise technical correspondence, and complete comprehensive reports related to the improvement of highway safety and mobility, and prepare articles for publication. Communicate and present oral information articulately in meetings, workshops and publicly; listen effectively to others and audience members; and clarify information as needed.

Apply negotiation skills with internal and external partners on critical/complex issues through persuasion, building consensus through give and take, and gaining cooperation from others to obtain information and accomplish goals. Lead teams, work effectively with others as an interdisciplinary team member, listen and respond appropriately to other team member's ideas, express disagreement constructively, delegate responsibility, and mentor others to develop their capabilities.

Take intelligent risks and support others in taking intelligent risks, anticipate the implications and consequences of situations and decisions, and prepare for possible outcomes.

Keep well-informed of department policies and priorities and of external factors that may impact department policies and priorities in order to make decisions that have significant organizational impact. Analyze facts, data and situations accurately, use a variety of problem-solving techniques, develop new and innovative ideas, recommend solutions for improvements, and adopt an effective course of action.

Introduce new ways of thinking about problems and encourage non-traditional ideas from team members, and stakeholders; takes responsibility for decisions.

Effectively develop timetables and targets and track progress/performance, and develop and implement process improvements.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Acts as the District's Program Manager for homeless encampment and is responsible for independent action in carrying out assigned duties relating to policy development of related functions, This position is expected to work closely with Caltrans Managers throughout the state.

The consequences of not considering all factors could be inconsistent or inappropriate policy setting, inappropriate use of resources, procedural errors being incorporated into manuals and contracts, and the misapplication or loss of resources.

Responsible for independent action and initiative in carrying out regular assigned duties relating to the functional management of the Program.

The consequences of not considering all factors could lead to inappropriate decisions impacting safety and economic losses to the State and highway users.

PUBLIC AND INTERNAL CONTACTS

Maintains continuing relationships with various district staff and management engineering and field staff, various headquarters programs' staff, consultants and with the public for information gathering and dissemination .. Meets and confers with many different operational and management levels within the department, the district, outside agencies and local interest groups.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Will be required to sit for long periods of time using a keyboard and video display terminal Will be required to perform multiple tasks simultaneously. Incumbent must be able to multi-task, adapt to changes in priorities and work on tasks with short notice. Must be able to concentrate in order to review and create technical documents and maintain cooperative relationships with others. Will be required to meet deadlines and deliverables, sometimes with tight time-frames and/or involving controversial issues. Working irregular hours may be required in order to meet project deadlines. Positions at the Supervising Transportation Engineer Caltrans classification are not covered under the Fair Labor Standards Act.

WORK ENVIRONMENT

While at the base of operations, the employee will work in a climate-controlled office under artificial lighting. The work setting is in open space with modular furnishings, The employee may be required to travel throughout the District to attend various meetings and events. The employee may be required to participate in field reviews and will be exposed. to dirt, litter, vegetation, noise, and uneven surfaces.
