

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Staff Services Manager I (SSM I) Specialist

POSITION NUMBER:

800-253-4800-021

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

FEED / CalFresh and Nutrition Branch

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

CalFresh Policy Section A

SUPERVISOR'S NAME:

Yazmin Saenz

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)*

Up to 20% travel is required.

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.

Total number of positions for which this position is responsible:

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

MISSION OF ORGANIZATIONAL UNIT:

The CalFresh and Nutrition Branch oversees the federal Supplemental Nutrition Assistance Program (SNAP), known as CalFresh in California, which provides monthly food benefits to individuals and families with low-income. CalFresh is the largest food program in California and provides an essential hunger safety net. CalFresh is federally mandated, and in California, is state-supervised and county-operated. In addition the Branch oversees six other United States Department of Agriculture (USDA) programs, each of which is the largest in the country: CalFresh Employment & Training (E&T), CalFresh Healthy Living, known federally as SNAP-Ed, CalFresh Outreach, Disaster CalFresh, the Emergency Food Assistance Program (TEFAP), and the Commodity and Supplemental Food Program (CSFP).

CONCEPT OF POSITION:

The SSM I Specialist receives general direction from the CalFresh Policy Section Chief (SSM II) and performs as lead project manager for the planning and implementation of the Statewide Verification Hub (SVH). The SSM I Specialist works closely with the Automation and Innovation Bureau (AIB) as well as other internal and external partners including CalWORKs, Information Services Division (ISD), Research and Automation and Data Division (RADD), and the Department of Health Care Services (DHCS) to develop the SVH; an Information Technology (IT) solution that benefits cross-departmental programs.

A. RESPONSIBILITIES OF POSITION:

Specific duties include, but are not limited to:

30% Project Management. Manage execution of SVH project deliverables as they relate to CalFresh through direct coordination with project partners and leadership. Organize, review, and track project deliverables, including written policy guidance and policy and data analysis to support desired project outcomes. Work with internal and external stakeholders such as other internal subject matter experts, AICI Bureau, CalWORKs, ISD, as well as external stakeholders such as DHCS, legislative staff, County Welfare Departments (CWDs) and client advocates.

20% Develop Project Deliverables. Independently develop and execute CalFresh specific project deliverables, such as written reports, meeting summaries, presentations, talking points, and briefing materials for CDSS partners and leadership. Present project deliverables to inform critical project decisions with project leadership, and/or to educate key stakeholder audiences, such as legislative staff, client advocates, and the general public.

15% Provide Subject Matter Expertise. Serve as the lead subject matter expert for all SVH project deliverables as they relate to CalFresh. Provide recommendations to project leadership in support of SVH implementation and operations. Provide technical assistance to project leadership and impacted internal and external stakeholders. Engage in business process reengineering in coordination with solution development. Ensure the new IT solution reflects a streamlined user-centered business process by informing development teams and function testing in the direction that best represents CalFresh policy and project goals.

15% Liaison to other CDSS Branches and Divisions, state departments, and impacted stakeholders. Use a collaborative approach, regularly interfacing with stakeholders. Connect policy, procedure, and IT development during stakeholder engagement. Act as lead in the coordination and facilitation of internal and external meetings, provision of technical assistance, trainings, and other related stakeholder engagement opportunities.

10% Develop and Maintain Project Communication. Maintain project communications, including external facing media and websites, internal messaging, and communication channels as necessary. Draft and disseminate information to internal and external stakeholders including issue papers, briefing materials, and reports. Prepare and conduct presentations related to project development and goals.

10% Serve as lead on other Branch projects as assigned including but not limited to supporting the training of staff, assisting with staff recruitment and staff development, and drafting policy guidance. Performs other duties as required.

Because this position may be based away from the Department's Sacramento headquarters and because CalFresh is a statewide program, the position requires the ability and willingness to travel up to 20% of the time.

B. SUPERVISION RECEIVED:

The SSM I Specialist receives general direction from the CalFresh Policy Section Chief (SSM II).

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM I Specialist may act in a lead role during the absence of other project leadership.

D. PERSONAL CONTACTS:

The SSM I Specialist has frequent contact with departmental, administrative, program and fiscal leadership and staff; county welfare departments; client advocates; and other stakeholders.

E. ACTIONS AND CONSEQUENCES:

The SSM I Specialist must be flexible, have good interpersonal skills, strong communication skills, be able to work under pressure, and be capable of working independently.

Travel is required.

F. OTHER INFORMATION:

Excellent interpersonal, communication and presentation skills are essential for success. Experience facilitating multi-stakeholder projects is highly desirable. Knowledge of public assistance programs, eligibility systems, and program verifications is also highly desirable.

Because this position may be based away from the Department's Sacramento headquarters and because CalFresh is a statewide program, the position requires the ability and willingness to travel up to 20% of the time.