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| Classification Title Staff Services Manager I (SSM I) Specialist | | Department Office of the State Public Defender (OSPD) | |
| Working Title Social Services Specialist | | Office/Unit/Section/Geographic Location Indigent Defense Improvement Division (IDID) | |
| Position Number 426-013-4800-901 | | Name and Effective Date | |
| WWG: 2 | CBID: E97 | Tenure: Limited-Term | Time Base: FT |

General Statement: The IDID assists public defender offices, panel offices, contract attorneys, and anyone providing indigent defense services throughout the State of California. Under the direction of the IDID Director of Training, the SSM I, Social Services Specialist is responsible for independently performing a variety of assignments related to creating and providing training, developing resources, capacity building, fostering collaboration with housing and social service providers, and other projects designed to support indigent defense offices and individual defense attorneys across California engaged in the representation of respondents in Community Assistance, Recovery, and Empowerment (CARE) Court proceedings. The SSM I (Specialist) will provide specialized guidance and support to CARE Court respondents’ counsel and indigent defense teams in navigating state, county, and municipal social service programs within California.

Specific Tasks [Essential (E) / Marginal (M) Functions]

- 25% (E) Provide expert consultation and technical assistance to CARE Court respondents’ counsel throughout the state regarding available social service programs, including housing, benefits, substance abuse, and mental health providers. Build relationships with external stakeholders in relevant industries and county departments to facilitate connection with defenders across the state; conceptualize and develop defender-service provider networks to effectuate goal of greater client engagement with relevant services. Develop and maintain a thorough understanding of available social service supports and programming across the state’s different counties, which may require landscape analyses and/or independent research to determine and then map available services at the individual county level.
- 25% (E) Collaborate closely with the IDID training team to create, design and implement live and web-based trainings, resource materials, and other supports for CARE Court respondents’ counsel and indigent defenders seeking to implement holistic defense models. Participate on project teams and make oral and written presentations as part of ongoing efforts to monitor and evaluate the effectiveness of materials and trainings developed, providing recommendations for continuous improvement.
- 25% (E) Draft, design, review, and circulate educational, reference, and procedural resources tailored to CARE Court respondent legal teams, ensuring they are well-equipped to address the needs of vulnerable populations generally, and within the framework of CARE Court.
- 15% (E) Conduct needs assessments to identify gaps and opportunities in social service and legal resources for CARE Court respondents and indigent defendants both statewide and on a

county-by-county basis, proposing solutions that align with best practices and state regulations.

- 5% (M) Act as a liaison between social service agencies, legal teams, and public defender offices, fostering communication and resource-sharing to support client-focused, holistic representation.
- 5% (M) Other job-related duties and tasks as assigned applying social work/social services expertise to larger efforts to improve CARE Court representation and indigent defense statewide. Travel is required.

Supervision Received

The incumbent reports directly to the Director of Training or designee.

Supervision Exercised

None.

Administrative Responsibility

None.

Personal Contacts

Continuous contact with management, attorneys, legal support staff, human resources, business services, and other OSPD employees at all levels, as well as continuous contact with housing, mental health and social service providers, individual CARE Court respondents' counsel, public defense offices, and other relevant stakeholders in various counties across the state.

Actions and Consequences

The SSM I (Specialist) performs high-level analytical tasks and consultative services. Failure to perform these duties adequately could negatively affect OSPD's reputation and mission to provide stakeholders with high-quality training and technical assistance.

Functional Requirements

Full-time teleworking is permitted, consistent with State policy. Business travel reimbursements consider an employee's designated Headquarters Location and primary residence. The policy may be subject to change by the California Department of Human Resources. All commute expenses to the headquartered location will be the responsibility of the incumbent. When in office, incumbent utilizes typical office equipment such as, but not limited to, telecommunications equipment, computers, and photocopiers/scanner. Occasional transport of small office equipment and occasional travel as necessary up to 10% may be required.

Desired Qualifications

- Background in social work (license preferred) and/or experience working as a member of a holistic defense team and/or relevant experience in a related social service field such as housing, mental health, or substance abuse treatment.
- Knowledge of available state, county, and municipal social service, housing, mental health, and substance abuse programs within California.
- Knowledge of and experience with the CARE Court framework and/or an interest in developing expertise in this area.
- Effective and compassionate communications skills that allow meaningful collaboration with

