

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Staff Services Manager II (SSM II)

POSITION NUMBER:

800-811-4801-003

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

Community Care Licensing/Care Provider Mgmt Branch

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

Guardian and Business Operations Bureau

SUPERVISOR'S NAME:

Brenda Barner

SUPERVISOR'S CLASS:

C.E.A.

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*)

The SSM II is subject to fingerprinting and a criminal records check by the Department of Justice and Federal Bureau of Investigation. Supervision 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.

The SSM II directly supervises four (4) SSM I positions, and one SSM I Specialist. One (1) over Guardian Unit, one (1) over the Registry Research Unit, one (1) over the Training Unit, and one (1) over the Policy and Business Operations Unit.

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.

N/A

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Care Provider Management Branch (CPMB) is to ensure and promote the health and safety of each person in community care. Through the Guardian Management System, we serve, aid, and protect the most vulnerable persons associated to our agencies and registries by processing background checks that meet all State and Federal mandates in an equitable manner.

CONCEPT OF POSITION:

This SSM II position supports the CPMB mission and strategic plan by serving as the Guardian and Business Operations Bureau Chief. The incumbent will be responsible for the planning, direction, and oversight for the Bureau including, but not limited to all administrative and operational aspects of the Bureau, development and implementation of policy regulations, lead on budget drills and audit activities, Branch communications, partner engagement, development of staff training and external education and outreach, oversight of mandated registry research checks, staff development, fiscal management, data reporting, contracting activities, as well as aspects of all other day-to-day operational needs.

A. RESPONSIBILITIES OF POSITION:

35% - Bureau Management/Oversight

Plan, prioritize and direct the work of the bureau's administrative, supervisory, and professional staff who perform work related to the Guardian background check system including but not limited to system development, testing, and maintenance, resolving system performance issues, and system log-in support. Oversee the work associated with Child Abuse Central Index registry, administrative actions, and out-of-state child abuse registry checks as they relate to the background check process. Oversee the training development, maintenance, and delivery of CPMB specific topics for CCLD staff and engaged partners. Provide guidance and direction over policy related assignments such as legislation, budget drills, audit activities, regulation development, budget change proposals, legislative proposals, trailer bill language, branch communications, and facility related activities. Provide leadership and vision in establishing guidance and coordinating activities necessary to develop and implement the CPMB's goals and objectives. Monitor bureau performance against goals to ensure that progress is being made as expected and milestones are met. Analyze problems by identifying alternative courses of action and evaluate their pros and cons considering organizational goals.

25% - Technology Development and Implementation

Develop methods to monitor and assess the results of new or modified policies, procedures and performances expectations as they relate to the Guardian background check system. Work with Guardian vendor to manage the maintenance and operations of the Guardian background check system, to include tracking of pending tasks, changes, reporting, invoices, contract development and execution, and management of production hours.

Oversee the project approval lifecycle (PAL) process for a new background check system. Engage in change management activities to ensure staff and engaged partners are informed to include any necessary communications or reports. Provide leadership and direction over the collaboration with Information Systems Division including but not limited to the development of new system requirements, coordination of system demonstrations, procurement, and contract development. Ensure cooperation and coordination to enhance the success of projects through interactions with internal and engaged partners, other governmental agencies, and the general public.

20% - Program Analysis/Representation

Coordinate the development of work related to the Guardian and Business Operations Bureau and its effectiveness and represent the Bureau/Department in meetings with engaged partners and general public. Oversee the development and implementation of program materials to assist the community in accessing information easily. Collaborate with the other two Bureau Chiefs in the development of organizational priorities and goals. Identify strategic and operational risks and advise leadership on appropriate course of action. Implement continuous process improvement initiatives to streamline workflows, improve efficiencies and reduce costs. Advise leadership on key issues. Communicate with industry representatives, advocacy groups, the public, and private organizations to promote and enhance the goals and objectives of CPMB.

20% - Administrative and Support Staff Services

Assign, monitor and track assignments, review work and provide feedback on work products. Review and approve unit workload reports, monthly data reports, telework policies, time sheets, and procurement forms. Recruit, manage, supervise, and mentor management staff. Resolve issues, concerns or problems as they relate to section management. Evaluate management staff performance and prepare ongoing staff evaluations, probation reports, and annual performance evaluations. Conduct bureau staff and management meetings to provide vision, leadership, and to share information. Meet individually with management staff to discuss goals, objectives, administrative activities and performance. Encourage team building, facilitate cross-training, and promote continuous improvement principles. Encourage cross-team coordination with other Divisions and teams. Performs other duties as required.

B. SUPERVISION RECEIVED:

The SSM II (Bureau Chief) reports to and receives direction from the Branch Chief. The SSM II is expected to keep his/her respective supervisor proactively informed of progress and potential problem areas.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM II/Bureau Chief is responsible for all management functions of the bureau and the maintenance of effective policies, procedures, organizational structure, and staffing. The SSM II/Bureau Chief is also responsible for the preparation of appropriate performance reports and ensuring staff are aware of and following department policies and procedures.

D. PERSONAL CONTACTS:

The SSM II/Bureau Chief has frequent contact with the Branch Chief to plan and direct unit activities. Additionally, the SSM II/Bureau Chief may be required to coordinate the implementation of policy and procedural activities concerning CPMB with other CCLD peers/partners within the branch, regional offices, engaged partners, representatives of provider and advocate associations.

E. ACTIONS AND CONSEQUENCES:

The SSM II/Bureau Chief must exercise good judgment. Poor judgment/decisions can adversely affect the mission of CDSS to serve, aid, and protect needy and vulnerable children and adults. Failure to effectively carry out the duties and responsibilities of this position could result in violations of various laws, regulations, and codes governing community care licensing and put vulnerable children and adults at risk.

F. OTHER INFORMATION:

The SSM II/Bureau Chief is expected to work cooperatively with team members to ensure the Branch is providing the highest level of service possible. Creativity and productivity are encouraged. The SSM I/Bureau Chief's efforts to treat others fairly, honestly and with respect are important to everyone who works at CPMB.

Operate a computer keyboard/terminal to complete assignments. Prioritize and organize workload to ensure time frames are met. Think logically, multi-task, apply laws, rules, and regulations to all work.

The SSM II/Bureau Chief is expected to work a hybrid schedule and physically come into the office a minimum of one day per week. This is subject to change based on business needs.