

DUTY STATEMENT

Employee Name:	Position Number: 580-510-4800-018
Classification: Staff Services Manager I	Tenure/Time Base: Permanent / Full Time
Working Title: Contracts and Monitoring Services Unit Chief	Work Location: 3901 Lennane Drive, Sacramento CA 95834
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Women, Infants, and Children (WIC) Division	Branch/Section/Unit: Local Services Branch / Local Support Section / Contracts and Monitoring Services Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by advancing the health and well-being of California's diverse people and communities. As an employee of the Local Services Branch, the incumbent serves as part of a team that provides monitoring, training, support for and collaboration with regional local agencies that serve the Women, Infants, and Children (WIC) Program participants.

The incumbent works under the direction of the Chief, Local Support Section, Staff Services Manager II (SSM II). The Staff Services Manager I (SSM I) primary responsibility is to manage the operations

of the Contracts and Monitoring Services Unit (CMSU). The SSM I maintain a high level of expertise in contract development and training and provides oversight of the local agency contract process. The SSM I plan, organizes, and provides leadership and recommendations to staff by establishing reasonable deadlines and monitoring staff workload to ensure work is complete, accurate, and timely. The SSM I must communicate effectively in dealing with staff and local agencies and must ensure that all staff adhere to departmental policies and procedures regarding attendance, leave, and conduct. The SSM I actively participate as a member of the WIC Division management team and may be required to testify at administrative hearings regarding program management evaluation findings. This position may require statewide travel up to 5% of the time, which may include overnights.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: Statewide travel up to 5% of the time which may include overnights.
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 35% Collaborates with CDPH/WIC Operations team to assure contracting policies and procedures are compliant with state and federal requirements in order to guide contract processes for CDPH/WIC staff and WIC local agencies. Directs and supports unit staff to track WIC's funding, expenditures, and reporting. Reviews and proposes contract language updates to align with CDPH contracting requirements and federal program requirements. Develops timelines for processing of contracts, amendments, and recommends process improvements. Collaborates with other sections within the Local Services Branch (LSB) to assure that contracts and amendments are processed timely and appropriately. Directs and supports unit staff to prepare training materials for CDPH/WIC staff and WIC local agencies to inform them on current contract policies and program requirements and ensures appropriate communication to WIC local agencies.
- 30% Participates in WIC meetings and committees as required to provide contract and monitoring guidance and updates. Keep up to date with policy and federal requirement changes that would impact contracts, and monitoring activities to update contracts and monitoring processes. Directs and supports unit staff to implement updates to policies and procedures through forms, processes, and data collection and reporting in accordance with workgroup decisions. Ensure WIC local agency program monitoring and technical assistance activities are conducted timely and appropriately. Works in partnership with the Data and Integrity Branch to complete the Annual Local Agency Risk Assessment by coordinating the collection of data to input into the Annual Local Agency Risk Assessment system? The SSM I is responsible for overseeing WICs single audit reviews and financial management reviews to ensure local agencies comply with state and federal regulations according to their contract.

Directs and supports unit staff to ensure coordination and tracking of audit findings and observations and timely follow-up with resolution of all corrective action plans. Oversees and directs unit staff to provide training on updated policies and processes to CDPH/WIC staff and local agencies as needed.

20% Recruits, interviews, and hires staff; ensures staff completes mandatory trainings; reviews/approves timesheets, absence requests, and completes documentation related to attendance, preventative, corrective, or adverse action, when appropriate. Fosters an engaged and supported team by using a strength-based approach to determine training needs for new and existing staff; identifies and promotes continuing staff development and specialized training; evaluates performance of staff in a timely manner; coaches and mentors staff in the development of work plans; and monitors work progress.

Actively participates on the WIC Management Team and other manager meetings to ensure accountability for performance and outcomes for the WIC program; keeps management apprised of program status and achievements. Collaborates and communicates with management across the division to discuss, plan, and implement strategies impacting WIC services.

10% Provides support and surveillance for the Farmer’s Market Nutrition Program (FMNP) as liaison. Works together with the FMNP Program Specialist and CDPH/WIC management team as necessary to accomplish the goals and tasks of the FMNP program.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name:	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

HRD Use Only:

Approved By: AG

Date: August 6, 2024.