

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant (Proposed)

CLASSIFICATION:

Associate Governmental Program Analyst (AGPA)

POSITION NUMBER:

011-5393- 700

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

Office of Equity Division

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

Office of the Foster Care Ombudsperson (OFCO)

SUPERVISOR'S NAME:

TBD

SUPERVISOR'S CLASS:

Staff Services Manager I (SSMI)

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)
- ☒ Travel: Up to 25%
- ☒ Background check and/or fingerprint clearance

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: 0

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

MISSION OF ORGANIZATIONAL UNIT:

The Office of the Foster Care Ombudsperson (OFCO) is an autonomous entity within the California Department of Social Services (CDSS), established to receive, investigate, and informally resolve complaints about the care, placement, services, and rights of youth in foster care. The OFCO receives and responds to inquiries and complaints received from foster youth, caregivers, the public, advocacy groups, federal departments, the Legislature, and Congress concerning child welfare and foster care policies, practices, and processes. The OFCO produces and distributes an annual report, written and multimedia educational materials, and provides trainings to diverse audiences about the OFCO's duties, responsibilities, and the rights of children in foster care.

CONCEPT OF POSITION:

Under the direction of the Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) intakes public inquiries and performs complex analytical work related to complaint investigations of problems impacting foster children and families. The AGPA provides training and participates in community outreach events. The AGPA is responsible for handling highly sensitive and confidential information. An employee may be directed to do 100% of any of the essential functions mentioned below.

A. RESPONSIBILITIES OF POSITION:

Essential Functions

35% Analyze, investigate and resolve individual complaints; independently conduct more complex fact-finding telephone and in person interviews, prepare written requests for factual complaint information, review case information on Child Welfare Services/Case Management System (CWS/CMS); prepare case chronologies; research federal, state, and county policies, laws and regulations; problem solve and determine the appropriate action to facilitate complaint resolutions; independently maintain and track a complaint caseload; conduct advanced consultation with complainants; plan investigations, document all investigative steps in the case management database; collaborate with management and peers on complaint cases, prepare written referrals to appropriate resources ; prepare written county contact notices; write complaint case summaries with identified trends as well as practice and policy issues; engage and work with relevant state, federal, and county staff to identify and resolve complaint issues.

25% Answer OFCO Hotline; analyze caller's requests, recognize request out of the purview of the OFCO and refer to the appropriate resource, Documents contacts and activities in OFCO's case management system. Prepare written responses to complex constituent inquiries; provide trauma informed consultation by telephone and written correspondence to community organizations, and public and private agencies regarding OFCO protocols, procedures and responsibilities to ensure uniform complaint information dissemination statewide.

20% In collaboration with the training team, develop curriculum and evaluation tools, conduct outreach, and provide in-person and virtual trainings to foster youth, resource families, county child welfare agencies and other organizations on the rights of children and youth in foster care and topics related to improving the child welfare system. Plan, organize, and coordinate events and trainings to enhance foster youth's knowledge of the Office of Foster Care Ombudsperson, Foster Youth Rights, and services available to foster youth and caregivers.

10% Analyze complaint trends and case summaries and make recommendations to management; research, analyze, and develop written reports on a range of practice and policy issues impacting child welfare, foster youth, and caregivers; design, compile and prepare correspondence, issue papers, memorandums, All-County Letters, All-County Information Notices; coordinate dissemination of reports; prepare talking points, handouts, and deliver presentations on annual trends or special issues.

5% Stay current with state and federal legislation, and state regulations and guidance including, All-County Letters, All-County Information Notices; Provider Information Notices on foster youth related issues; assist in developing budget change proposals, county letters, bill analysis, legislative proposals represent the OFCO at meetings on policy issues pertaining to federal, state and county program requirements that may affect OFCO operations, and on rights, care, placement or services for foster youth.

5% Perform other duties as required.

Specific Competencies:

- Knowledge of the public child welfare system, including practice, policy, funding, Tribal government relations and state and federal policy-making and administrative processes.
- Ability to foster collaboration, mutual respect, and teamwork, while maintaining assertiveness and diplomacy in meeting common goals.
- Ability to communicate orally and in writing in a trauma informed, accurate, clear and concise manner. Demonstrate confidence in communicating with a broad range of stakeholders with diverse opinions.
- Ability to research, develop and evaluate alternatives; analyze data and present ideas and information effectively. Detail-oriented with strong analytical skills and effective editing skills; competent with MS Office.
- Ability to maintain poise and good humor while working in a time-sensitive and person-centered environment.

B. SUPERVISION RECEIVED:

The AGPA will work independently and receive supervision from the SSM I and instruction from the Foster Care Ombudsperson.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The AGPA has frequent contact with children in foster care, birth parents and relatives of children in foster care, county welfare departments, probation staff, the legal community, foster care providers, the Legislature and community organizations for the purposes of consultation, verification, research, or to request additional information or assistance regarding the investigation of a foster care complaint. The AGPA must be able to analyze situations, perform objective investigations, resolve complex problems on a broad spectrum of program-related issues, and demonstrate the ability to take effective action. Tact, diplomacy, discretion, good judgment and the ability to work independently is required.

E. ACTIONS AND CONSEQUENCES:

Errors in judgment, poor interpersonal/communication skills, unsound policy recommendations, or inadequate administration of identified responsibilities can result in program practices that negatively impact the care and quality of services to children in foster care. Inappropriate response to public communications can place the health and safety of a foster child at risk. Flawed analysis or inaccurate technical assistance information may result in inadequate or inappropriate provision of child welfare services or inefficient use of scarce, but valuable resources.

F. OTHER INFORMATION:

Priority shall be given to former foster youth in hiring decisions

The AGPA position requires occasional travel (up to 25%) which may be required on short notice and daily use of a laptop computer and telephone. Knowledge of the state's child welfare system, direct child welfare experience and Salesforce CRM and other case management software, is highly desired.

The OFCO values diversity at all levels of the organization and is committed to fostering an environment in which employees from diverse backgrounds, cultures, and personal experiences are welcomed and can thrive. The OFCO believes the diversity of our team and their unique ideas inspire innovative solutions to further our mission of resolving complaints related to Foster Youth Rights, and the care, services, and placement of children in foster care. The OFCO seeks a diverse pool of applicants including those from historically marginalized groups or those who have lived experience in the foster care system.

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant (Proposed)

CLASSIFICATION:

Staff Services Analyst (SSA)

POSITION NUMBER:

011-5157- 700

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

Office of Equity Division

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

Office of the Foster Care Ombudsperson (OFCO)

SUPERVISOR'S NAME:

TBD

SUPERVISOR'S CLASS:

Staff Services Manager I (SSMI)

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

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- ☐ Performs other duties requiring high physical demand. (Explain below)
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EMPLOYEE'S SIGNATURE

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CONCEPT OF POSITION:

Under the direction of the Staff Services Manager I (SSM I), the Staff Services Analyst (SSA) intakes public inquiries, and performs preliminary analytical work of a less complex nature related to complaint investigations of problems impacting foster children and families. The SSA assists with training and community outreach events. The SSA is responsible for handling highly sensitive and confidential information. An employee may be directed to do 100% of any of the essential functions mentioned below.

A. RESPONSIBILITIES OF POSITION:

Essential Functions

40% Answer OFCO Hotline; analyze caller's requests, recognize request out of the purview of the OFCO and refer to the appropriate resource, Documents contacts and activities in OFCO's case management system. Prepare written responses to less complex constituent inquiries; provide basic consultation by telephone and written correspondence to community organizations, and public and private agencies regarding OFCO protocols, procedures and responsibilities to ensure uniform complaint information dissemination statewide.

20% Analyze, investigate and resolve individual complaints; conduct less complex fact-finding telephone and in person interviews, prepare written requests for factual complaint information, review case information on Child Welfare Services/Case Management System (CWS/CMS); prepare case chronologies; research federal, state, and county policies, laws and regulations; problem solve and determine the appropriate action to facilitate complaint resolutions; independently maintain and track a complaint caseload; conduct entry level consultation with complainants; plan investigations, document all investigative steps in the case management database; collaborate with management and peers on complaint cases, prepare written referrals to appropriate resources; prepare written county contact notices; write complaint case summaries with identified trends as well as practice and policy issues; engage and work with relevant state, federal and county staff to identify and resolve complaint issues.

20% Assist with research to develop curriculum and evaluation tools, conduct outreach, and provide in-person and virtual trainings to foster youth, resource families, county child welfare agencies and other organizations on the rights of children and youth in foster care and topics related to improving the child welfare system. Plan, organize, and coordinate events and trainings to enhance foster youth's knowledge of the Office of Foster Care Ombudsperson, Foster Youth Rights, and services available to foster youth and caregivers.

10% Analyze complaint trends and case summaries and make recommendations to management; research, analyze, and develop written reports on a range of practice and policy issues impacting child welfare, foster youth, and caregivers; design, compile and prepare correspondence, issue papers, memorandums, All-County Letters, All-County Information Notices; coordinate dissemination of reports; prepare talking points, handouts, and deliver presentations on annual trends or special issues.

5% Stay current with state and federal legislation, and state regulations and guidance including, All-County Letters, All-County Information Notices; Provider Information Notices on foster youth related issues; assist in developing budget change proposals, county letters, bill analysis, legislative proposals represent the OFCO at meetings on policy issues pertaining to federal, state and county program requirements that may affect foster care and the handling of complaints.

5% Perform other duties as required.

Specific Competencies:

Knowledge of the public child welfare system, including practice, policy, funding, Tribal government relations and state and federal policy-making and administrative processes.

Ability to foster collaboration, mutual respect, and teamwork, while maintaining assertiveness and diplomacy in meeting common goals.

Ability to communicate orally and in writing in a well-organized, accurate, clear and concise manner.

Demonstrate confidence in communicating with a broad range of stakeholders with diverse opinions.

Ability to research, develop and evaluate alternatives; analyze data and present ideas and information effectively. Detail-oriented with strong analytical skills and effective editing skills; competent with MS Office.

Ability to maintain poise and good humor while working in a time-sensitive and person centered environment.

B. SUPERVISION RECEIVED:

The SSA will receive supervision from the SSM I and instruction from the Foster Care Ombudsperson.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The SSA has frequent contact with children in foster care, birth parents and relatives of children in foster care, county welfare departments, probation staff, the legal community, foster care providers, the Legislature and community organizations for the purposes of consultation, verification, research, or to request additional information or assistance regarding the investigation of a foster care complaint. The SSA must be able to analyze situations, perform objective investigations, resolve complex problems on a broad spectrum of program-related issues, and demonstrate the ability to take effective action. Tact, diplomacy, discretion, good judgment and the ability to work independently is required.

E. ACTIONS AND CONSEQUENCES:

Errors in judgment, poor interpersonal/communication skills, unsound policy recommendations, or inadequate administration of identified responsibilities can result in program practices that negatively impact the care and quality of services to children in foster care. Inappropriate response to public communications can place the health and safety of a foster child at risk. Flawed analysis or inaccurate technical assistance information may result in inadequate or inappropriate provision of child welfare services or inefficient use of scarce, but valuable resources.

F. OTHER INFORMATION:

Priority shall be given to former foster youth in hiring decisions

The SSA position requires occasional travel (up to 25%) which may be required on short notice and daily use of a laptop computer and telephone. Knowledge of the state's child welfare system, direct child welfare experience and Salesforce CRM and other case management software, is highly desired.

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