

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

TBD

CLASSIFICATION:

Staff Services Analyst (Bilingual: Spanish)

POSITION NUMBER:

800-402-5157-910

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

Office of Equity / CARE Branch

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

Operations Bureau / Communication Access Services Unit

SUPERVISOR'S NAME:

SUPERVISOR'S CLASS:

Staff Services Manager I

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)*

Bilingual - This position requires Spanish skills.

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 mission of the Civil Rights, Accessibility, and Resource Equity (CARE) Branch is to provide state level leadership and direction to ensure compliance with civil rights laws and to promote and foster policies and practices that ensure equitable access in alignment with the Department's equity goals. The Interpretation and Communication Access Section (ICAS) facilitates access to critical information and programs for people with disabilities, people who are Deaf, hard of hearing, and people who speak a primary language other than English. The ICAS is responsible for the coordination and administration of communication access services (e.g., signed language and spoken language interpretation and captioning) contracts; providing and facilitating equal communication access for people who speak a primary language other than English and those who are Deaf and hard of hearing (DHH).

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## CONCEPT OF POSITION:

Under the direction of the Staff Services Manager (SSM I), the Staff Services Analyst (SSA) performs work of average difficulty and complexity for analytical staff. Specifically, the SSA is responsible for the development and oversight of language and communication access services (e.g., spoken language and signed interpretation, and captioning) contracts; coordination of communication access requests submitted to the ICAS; providing and facilitating equal language and communication access for people who speak a primary language other than English and those who are DHH; and assisting in providing information, training, and technical assistance related to communication access services and accessibility.

## A. RESPONSIBILITIES OF POSITION:

40% - Contract Administration: The SSA will evaluate and assist with the overall coordination and management of signed language interpretation, spoken language interpretation, on-demand telephonic interpretation, and captioning service contracts, including assist in the development and coordination of Invitation for Bids, current contracts, and contract amendments. The SSA will participate in program engagements within the Department as well as other California Health and Human Services (CalHHS) departments and offices and the public to improve understanding of language access needs and consult with and advise all levels of management and employees regarding the Department's language and communication access services for people who speak a primary language other than English, as well as for DHH applicants, employees, and partners. The SSA will coordinate with colleagues and management to develop, evaluate, and make recommendations on alternatives. The SSA will research, analyze, and maintain policies and procedures related to language and communication access services. The SSA will conduct contract administration, which includes, among other things, utilizing flexible and cost-effective resources to deliver language and communication access services in situations where the Department's needs are not being met.

20% Language and Communication Access Services Liaising: The SSA will perform consultative tasks to support language and communication access services by responding to inquiries from CDSS programs and CalHHS departments and offices. The SSA will consult with and advise administrators or other interested parties on business needs that require support from the Department or vendors for these services. The SSA will coordinate with colleagues and management on CDSS' business needs for language and communication access services in meetings with CalHHS departments and offices. The SSA will use the acquired expertise to develop, obtain, and utilize resources materials related to communication access services, including the field of interpreting, to maintain and/or improve skills and knowledge of the job. The SSA will plan, implement, and conduct training and technical assistance for the Department, CalHHS departments and offices, and other inquiring entities on ensuring communication accessibility for people who speak a primary language other than English and the Department's DHH applicants, employees, and partners.

20% Language and Communication Access Services: The SSA will assist in providing language and communication access services support by participating in meetings and addressing email inquiries. The SSA will conduct communication style and preference analysis and ensure the provision of requested communication access services. Additionally, the SSA will provide language support (English to Spanish and Spanish to English) as needed to fulfill various business requirements within the Department and for CalHHS departments and offices, including collaborative work groups, meetings, trainings, and presentations. The SSA will directly interact with a diverse partners who require language support and are recipients of services or information from CDSS and CalHHS departments and offices' programs and benefits. The SSA will be required to perform the above duties in Spanish.

15% Project Manager: The SSA will coordinate with colleagues, coworkers, and management on gathering and tabulating the requests from CDSS staff, CalHHS departments and offices, and external partners. The SSA will develop, compile, reconcile, and maintain spreadsheets to track all language and communication access services requests and expenditures. The SSA will consult with Budgets Bureau, Accounting Bureau, Contracts Bureau, and vendors to resolve contract, payment, or billing issues.

5% Other Duties as Required: The SSA will perform other related duties as required and assigned in support of the Department.

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B. SUPERVISION RECEIVED:

The SSA works under general supervision and direction from SSM I; however, direction and assignments may also come from the Director and Deputy Director of the Office of Equity, as well as the CARE Branch, Bureau, and Section Chiefs.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The SSA provides on/off-site language support for all public contacts, as well as the applicants, employees, and participants in partner meetings. The SSA will have frequent contact and provide language support for all levels of departmental employees, representatives from other governmental agencies, legislative and legal staff, community organizations, service providers, and members of the general public. The SSA will also provide language support for upper management, including the Directorate staff, in high level and context rich situations. The SSA may also provide language support to CalHHS departments and offices as well as to other governmental departments and the media.

E. ACTIONS AND CONSEQUENCES:

The SSA is responsible for facilitating effective communication, collaborating in a team environment, and providing subject matter expertise in specifically identified areas. This position requires a high level of skill and confidentiality due to the complex and sensitive nature of the issues being discussed. Failure to implement the requirements of this position can expose the Department to fiscal and legal risk.

F. OTHER INFORMATION:

Travel is expected to take 5% of the SSA's time to conduct site visits, train various groups, and attend meetings, trainings, and conferences. Overtime may be required for this position.