

**DEPARTMENT OF DEVELOPMENTAL SERVICES
DIVISION OF COMMUNITY ASSISTANCE AND RESOLUTIONS
OFFICE OF COMMUNITY APPEALS AND RESOLUTIONS**

DUTY STATEMENT

JOB TITLE: Staff Services Manager I (Supervisory)

POSITION #: 472-553-4800-XXX

POSITION DESCRIPTION: Under the direction of the Chief (Staff Services Manager II) of the Department of Developmental Services' (DDS) Office of Community Appeals and Resolutions, this position provides supervision to one or on occasion any of the following units: the Appeals Unit, Whistleblower Complaints Unit, Client's/Individual Rights Violation Unit, Early Start Unit, and/ or the General Complaints Unit. The Appeals Unit is responsible for informal and formal dispute resolution processes, including Lanterman Act eligibility and service appeals and regional center or service provider appeals. The Whistleblower Complaints Unit handles complaints from individuals served in both the regional center community services system, and state-operated facilities, the community and service programs. The Client's/Individual Rights Violation Unit handles complaints and appeals for individuals served by the regional center or service provider appeals. The Early Start/Due Process Unit handles complaints and appeals for children birth to 3 years of age served by the regional center. The General Complaint Unit handles all other complaints as they relate to individuals served by regional center (RC) or a state operated facility. This posting will be used to fill multiple positions, responsible for coordinating and supervising the work necessary to provide knowledge to individuals and families about their rights and informal and formal dispute resolution processes, and the implementation and management of those processes for the nearly 450,000 individuals with intellectual and developmental disabilities served by the department's programs.

SUPERVISION EXERCISED: Directly supervises multiple professional level staff.

SUPERVISION RECEIVED: Reports to and receives direction from the Chief of the Office of Community Appeals and Resolutions.

Essential Job Functions:

- 30% Provides full supervisory responsibilities for the unit staff over informal and formal dispute processes, including service and eligibility appeals, clients' rights complaints and appeals, early start complaints and due process appeals, citizen and general complaints, and whistleblower complaints. Leads and supervises all other activities of the unit including staff performance evaluations and reviews. Monitors and directs work, which may include the Department of General Services' Office of Administrative Hearings (OAH) for mediations and hearings in the service and eligibility appeal process. Provides a high level of assistance and direction for ongoing coordination regarding complaint/appeal processes, data collection, and communication with complainants/appellants and RCs, including OAH through the contract and coordination of appeal activities. Corresponds with individuals and families, RCs, and internal or external departments and agencies to obtain relevant information.
- 25% Provides expertise in formal and informal dispute resolution methods and practices and can include oversight of state hearings conducted on behalf of the Department by the Department of General Services' (DGS') Office of Administrative Hearings (OAH). Duties can include directly working with, and monitoring, the annual multi-million-dollar OAH

contract, regional center and state operated facilities investigations. Directs staff in various complaints and appeal processes, providing oversight and monitoring of those processes. Works closely and collaboratively with the Office of Community Operations, State Operated Facilities Division, Office of Statewide Clinical Services, Ombudspersons Office, Self-Directed Program Ombudsperson Office and Policy, Information Technology, Administration, and other departmental divisions and state departments to gather information to enhance understanding of programs, consumer outcomes and issue resolutions, and budget impacts. Leads and supervises the design of the data collection, reporting and visualization processes and tools used to monitor the impact of ongoing complaints and/or appeals process improvements.

- 20% Leads and supervises all activities of the unit. Provides ongoing training and development of the unit's employees to ensure the highest level of quality and consistency in designing and managing communications about complex and sensitive issues regarding eligibility and services decisions made by regional centers and state-operated facilities. Review, approve, and advance staff recommendations to address individual and systemic issues and concerns regarding dispute resolutions. Provide general supervision and oversight to staff including managing general work flow, time-off requests and staff coverage, and all supervision responsibilities including probation reports conducting and completing Performance Evaluations and other human resource duties.
- 20% Responsible for oversight of how requests and resolutions are handled throughout the appeals/complaint process, identifying trends, and making recommendations to the Chief and/or the Assistant Deputy Director for practice and policy changes to improve dispute resolution processes and the experiences of individuals and families. Ensures that the department responds timely and accurately to statutory mandates regarding data reporting that falls within the unit's responsibilities. Coordinates engagement with external stakeholders regarding all aspects of the appeals process.

Marginal Job Functions:

- 5% Performs other duties as necessary or appropriate.

WORKING CONDITIONS: Work is performed in an office and/or by telework. This position is eligible to participate in the departments telework program. Participation in telework is subject to the departments guidelines. Must manage tight timelines and multiple priorities. Occasional travel may be required.

DESIRABLE QUALIFICATIONS:

Knowledge of: The Lanterman Act and the developmental services delivery system, including the regional center system, developmental disabilities, safety net programs, and services offered by State-Operated Facilities Division. Principles of dispute resolution, including informal and formal practices. Principles of data collection, validation, quality, and consistency. Processes and protocols of California state government, including state employee personnel and contracting practices.

Ability to: Supervise, lead, and train subordinate staff. Develop and maintain cooperative relationships with other divisions and outside entities. Cultivate a culture of continual improvement. Communicate effectively with individuals and groups. Work effectively with

management, professional, technical and support personnel. Establish and maintain appropriate priorities for a team and meet deadlines. Analyze situations and data accurately and take effective action. Exercise tact, diplomacy, patience, and high degree of organization.

CERTIFICATION OR LICENSE: None.

_____ Employee Name (Print)	_____ Employee Signature	_____ Date
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_____ Supervisor Name (Print)	_____ Supervisor Signature	_____ Date
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Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.