

State of California - Department of Social Services

DUTY STATEMENT**Case Processing Unit 5**

CLASSIFICATION: Staff Services Manager I (SSMI)	POSITION NUMBER: 800-811-4800-XXX
DIVISION/BRANCH/REGION: <i>(UNDERLINE ALL THAT APPLY)</i> Community Care Licensing/Investigations Branch	BUREAU/SECTION/UNIT: <i>(UNDERLINE ALL THAT APPLY)</i> Care Provider Management Bureau
SUPERVISOR'S NAME:	SUPERVISOR'S CLASS: SSMII

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 SSMI is subject to fingerprinting and a criminal records check by Department of Justice.

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.

SSM I directly supervises up to four analysts and two administrative staff.

Total number of positions for which this position is responsible:

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

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division (CCLD) to promote the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the direction of the Section Chief, Staff Services Manager II (SSMII), the Staff Services Manager I (SSMI), manages one of five Case Processing Units in the Care Provider Management Bureau. This position has overall management responsibility for exemption and arrest only case processing exemption analysts and clerical staff. These analysts review, determine, and make decisions related to granting exemptions to individuals with criminal backgrounds who apply to be associated with licensed care facilities in California or registries to work with vulnerable clients.

A. RESPONSIBILITIES OF POSITION:

45% - Plan, supervise, direct, and evaluate analytical staff responsible for obtaining and analyzing pertinent documentation, assessing risk, and making criminal record exemption decisions. Ensure cases are processed and completed in accordance with required time frames. Review and endorse criminal record exemption decisions of staff. Conduct case reviews to ensure compliance with applicable laws and regulations. Consult and partner with Legal Division on cases, as applicable. Manage and lead staff utilizing advanced knowledge and experience in the areas of criminal history exemption case processing and conduct cases involving arrests with no convictions. Review staff work and consult with staff to ensure quality and performance standards are met and work products are completed in accordance with established policies and procedures. Interpret and advise staff in the application of laws, regulations, policies, and procedures.

30% Develop unit specific objectives, initiatives, strategies, and performance measurement metrics for unit management. Track performance and analyze data to identify opportunities to create efficiencies and unit improvements. Analyze data to identify trends and issues, compile and review performance metrics reports, recommend solutions, and ensure continuous strategic planning and process improvement.

20% Recruit, train and mentor staff. Review, monitor, and approve attendance reports and/or absence requests. Effectively resolves issues, concerns or problems as they relate to unit staffing. Evaluate staff performance and prepares ongoing staff evaluations, probation reports, and annual performance evaluations. Counsel staff regarding attendance and work performance deficiencies, take corrective action as appropriate, resolve unit staff grievances, and initiate adverse or corrective actions if necessary. Conduct unit staff meetings to share information. Meet individually with staff to discuss assignments and performance.

10% - Collaborate with Bureau management to develop strategic vision and organizational priorities and goals. Participate in projects and initiatives to improve timeliness and completeness of case processing and ensure quality of case decisions. Represent the Bureau in meetings and/or contacts with other program areas of Community Care Licensing Division, other California Department of Social Services Divisions, other Departments, and external stakeholders. Respond to public inquiries, as applicable.

B. SUPERVISION RECEIVED:

The SSM I reports to and receives direct supervision from the SSMII.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM I directly supervises four analysts, and two Office Technicians. The SSM I is responsible for the assignment, management, and completion of the unit projects and activities.

D. PERSONAL CONTACTS:

The SSM I routinely interacts with Section Chiefs, Bureau Chief and Branch Chief to plan and direct unit activities. Additionally, the SSM I interacts with other managers in the Bureau, Program and Regional Offices and representatives of provider associations.

E. ACTIONS AND CONSEQUENCES:

The SSMI position is critical to the mission of the California Department of Social Services 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 I must demonstrate excellent written and verbal skills with the ability to maintain composure in stressful situations. The incumbent must use good judgment in decision making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to management needs. The SSMI routinely works with sensitive and confidential issues and documents and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times. Applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. Experience in licensing program operations and administrative experience is desirable.