

DUTY STATEMENT

Employee Name:	Position Number: 580-510-4801-015
Classification: Staff Services Manager II	Tenure/Time Base: Permanent / Full Time
Working Title: WIC Change Management Section 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: WIC Systems Integration Branch / WIC Change Management Section

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 a member of the WIC Systems Integration Branch, the incumbent serves on a team that provides support for the Women, Infants, and Children's (WIC) various electronic systems and provides support and communication to WIC families, local agencies, authorized vendors, and division staff.

The incumbent works under the general direction of the Chief, WIC Systems Integration Branch, Staff Services Manager III (SSM III). The Staff Services Manager II (SSM II) directs both the Change Management Tier II Team and the Change and Contract Management Unit to provide vision and

direction and determine each area's priorities. The SSM II provides program expertise and recommendations to the WIC Change Control Board, as needed, and reviews reported findings and resolves or escalates reported issues, as appropriate. The manager actively participates as a member of the WIC Management Team.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 25% Plans, organizes, and directs the workload and makes recommendations on a broad spectrum of administrative issues related to various technologies used by WIC, including its management information system known as the WIC Web Information System Exchange (WIC WISE), electronic benefits processing technologies such as the WIC Electronic Benefit Transfer (EBT) Card, California WIC App, WIC Direct system, and other supportive technologies for modern communication with WIC families and partners. Collaborates with the WIC management team, branches, and sections, Information Technology Services Division (ITSD), and contractors to ensure coordination of WIC Change Management planning, Change Control Board activities, policies, and procedures, WIC's change cadence, system builds, and User Acceptance Testing.
- 25% Oversees design documentation specific to business requirement development, system enhancements, change management, and related documentation in support of the WIC WISE, WIC app, and EBT contractors and their respective systems' functionality. Provides leadership on design and implementation strategies and processes necessary for the coordination of defect prioritization and User Acceptance Testing for all WIC WISE modules within the Change Management team in support of change release cycles/schedules and recommends enhancements or adjustments to related processes. Oversees management of incoming enhancements or modification requests from state and local agency users; writes test scenarios and scripts in support of User Acceptance Testing. Oversees tracking of status of testing and maintains status of defects and change releases and provides technical assistance to WIC Division staff and serves as Tier II business function subject matter expert. Participates in the facilitation of the WIC WISE and WIC App local agency user groups, as appropriate, to improve systems, policies, and procedures. Understands Federal and State regulations, statutes, and laws related to the WIC program and coordinates communication with Local Agency WIC Director calls and Local Services Branch Communications Team regarding pending system enhancements and design, release plans and schedules, and related notes.

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.

15% Oversees and supports procurement and management of contracts and service orders for technologies that support WIC activities and services. Technologies include, but are not limited to, learning management systems, virtual communications and education platforms, and document sharing platforms. Coordinates with other areas within the WIC Division and ITSD for their subject matter expertise.

10% Represents the Division and the Department at meetings with other state, local, and federal government officials regarding WIC systems and technology. Provides communications with WIC partners and stakeholders, both orally and in writing. Completes Department and WIC mandatory trainings; participates in and attends project, Section, Branch, and Division meetings.

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: EH	Date 6/16/23		