

DUTY STATEMENT

Employee Name: Vacant	Position Number: 580-045-4800-005
Classification: Staff Services Manager I	Tenure/Time Base: Permanent/Full-Time
Working Title: Organizational Services Unit Manager	Work Location: 1615 Capitol Avenue, MS 0513 Sacramento, CA 95814
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Office of Professional Development & Engagement	Branch/Section/Unit: Organizational Support Services Section/Organizational Services Unit

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 to advance the health and well-being of California's diverse people and communities by maintaining a proactive culture of continuous quality improvement (QI), engaging staff at all levels, and leveraging data and technology to enhance services.

The Staff Services Manager (SSM) I serves as Unit Manager and supervises four analysts in the Office of Professional Development & Engagement (OPDE), Organizational Support Services Section (OSSS), Organizational Services Unit (OSU). The SSM I is responsible for the oversight and management of various programs and services including, but not limited to, operational procedure

writing services, non-IT project management and organizational change management programs, which are dedicated to increasing the CDPH's capacity to evaluate and improve the performance and efficiency of programs across the Department.

The incumbent works under the general direction of the SSM II (Supervisory), OSSS Chief.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: Up to 20%
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 30% Provides leadership, direction, and guidance to a team of four analysts related to the planning, monitoring, implementation, and continuous improvement of several programs and services offered to the Department and local health and tribal jurisdictions including operational procedure writing services, non-IT project management, and organizational change management programs.. Formulates and implements strategies, tools, best practices, and methodologies for all programs. Oversees the development and implementation of internal policies and procedure and project plans. Oversees the development, review, monitoring, and distribution of a variety of monthly, quarterly, annual, and ad hoc reports, metrics, and data associated with all programs. Maintains knowledge and awareness of the programs' and services' effectiveness and oversees changes and improvements as needed. Ensures delivery of high-quality and timely services to customers and stakeholders.
- 30% Proactively plans, delegates, and prioritizes assignments and projects; monitors progress; and adjusts priorities as needed to ensure accurate and timely completion to meet deadlines. Provides ongoing skills development and feedback to all direct reports. Mentors subordinate staff to ensure job-related performance goals are met. Evaluates training needs and performance interventions for individual and team development to increase job proficiency and growth. Conducts regularly scheduled section meetings and 1:1 staff meetings on a consistent basis to ensure effective communication and support. Provides formal and informal, accurate and timely feedback to subordinate staff utilizing probationary reports, annual performance appraisal summaries, and individual development plans. Ensures written desk procedures are developed and maintained for all direct reports. Supports the establishment of a positive work environment within OPDE through staff communication and teambuilding opportunities, and fosters a team approach. Takes a proactive approach to avoid potential issues, and identifies and recommends options and solutions to resolve issues.
- 20% Serves as an independent consultant and project manager to CDPH for a variety of complex and sensitive projects, leads state-wide projects, and change management processes to improve overall effectiveness of our politically sensitive, high-profile portfolio of programs within CDPH. Leads activities and manages critical workstream workgroups by coordinating

and consulting with internal resources, customers, and stakeholders. Develops workgroup charters and project plans, including defining project scope, deliverables and timelines. Identifies and streamlines policies and procedures for the department and external partners and implements and delivers policy and procedure writing services to standardize processes and enhance efficiency and effectiveness.

10% Provides leadership that ensures race, gender, and other equity-related considerations in the CDPH workplace by examining organizational practices and policies. Gains subject matter expertise on these considerations to sufficiently infuse the concepts into policy, practice, and procedure for resource allocation, hiring, and recruitment practices, as well as program and decision-making. Travels to the East End Complex, other CDPH sites and state agencies, universities and local health jurisdictions as needed to represent OPDE and the Department at meetings, presentations, events, workshops, and conferences.

Marginal Functions (including percentage of time)

5% Evaluates policies and procedures to evaluate effectiveness and applies Lean techniques to continually improve processes.

5% Keeps the SSM II and Assistant Deputy Director updated on workload and any potential issues and problems that may arise. Continuously seeks opportunities for growth and development through training courses and individual research. Performs other SSM I work-related duties as required.

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: Alexa Rabino	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

HRD Use Only:

Approved By: JF

Date: May 24