

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Staff Services Manager I (SSM I)

POSITION NUMBER:

041-4800-xxx

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

Civil Rights, Accessibility, & Racial Equity, OOE, Sac

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

Civil Rights Unit

SUPERVISOR'S NAME:

tbd

SUPERVISOR'S CLASS:

Staff Services Manager III (SSM III)

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)*

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.

The Civil Rights Unit Technical Assistance SSM I will directly supervise three Staff Services Analysts (SSA) / Associate Government Program Analysts (APGA).

Total number of positions for which this position is responsible: 3

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

n/a

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Civil Rights Unit (CRU) is to ensure that CDSS programs, whether at the state, county, or vendor level, deliver benefits and services to applicants and recipients in a non-discriminatory way and to promote affirmative civil rights policies and practices.

CONCEPT OF POSITION:

Under the direction of the Civil Rights, Accessibility, and Racial Equity Office Bureau Chief, the Civil Rights Technical Assistance Unit SSM I manages three professional staff responsible for civil rights training, technical assistance, and policy development to support County Welfare Departments' (CWD) compliance with CDSS Manual of Policies and Procedures Division 21, Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act, and other laws, rules, and regulations. The SSM I collaborates closely with the Civil Rights Compliance Unit SSM I to develop and execute the strategic plan for CDSS' civil rights program and is responsible for supervising staff, monitoring work flow, and leading statewide training and policy development projects.

A. RESPONSIBILITIES OF POSITION:

35% Oversees the development and execution of training and technical assistance plans to support CWDs' civil rights compliance obligations, including language access, disability rights, sexual orientation and gender identity, race, ethnicity and national origin, and other nondiscrimination requirements, as well as sound civil rights investigation techniques and practices. Develops and oversees execution of the strategic plan for CDSS' civil rights program in collaboration with the Civil Rights Compliance Unit Manager. Maintains understanding of current civil rights laws and regulations and CDSS programs subject to civil rights compliance obligations. Maintains working relationships with advocates and other stakeholders including civil rights, disability rights, legal aid, and community-based organizations to support civil rights technical assistance, compliance, and monitoring activities.

25% Plans, organizes, directs, and evaluates the work of staff responsible for civil rights technical assistance, training, and policy development. Reviews and approves written staff work including presentations and other training materials, civil rights-related job aids, bill analyses, All County Letters, All County Information Notices, regulations, and similar documents. Independently drafts and develops the Unit's most complex written work.

15% Manages, directs and conducts personnel activities including, but not limited to, recruitment, hiring, on-boarding, staff evaluations, and staff training and development. Tracks and manages multiple assignments and effectively communicates priorities to staff, sets assignment goals and milestones, develops staff work plans, and conducts team meetings as needed, and in collaboration with the CRU Compliance Manager.

10% Reviews and analyzes civil rights complaint and audit data to identify trends and develop strategic technical assistance, training, and policy resources and responses.

10% Oversees the development of informational materials, including websites, brochures, talking points, and briefing materials regarding CDSS' civil rights program. Reviews and approves documentation used to educate audiences such as legislative staff, community organizations, advocates, and the general public.

5% Other duties as assigned by the CARE Office Bureau Chief.

B. SUPERVISION RECEIVED:

The SSM I reports directly to and receives general direction from the Director of the Office of Civil Rights, Accessibility, and Racial Equity.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM I is expected to effectively communicate with county representatives, external partners, and all levels of CDSS management, including executives.

D. PERSONAL CONTACTS:

The SSM I routinely interacts with CDSS executives and management staff. In addition, the SSM I is responsible for coordinating with CWDs and various stakeholders related to civil rights compliance. The SSM I has frequent interaction with staff from other state departments, county human service agencies, the County Welfare Directors Association (CWDA), and other external entities.

E. ACTIONS AND CONSEQUENCES:

This position is responsible for the oversight, tracking, and monitoring of civil rights training and technical assistance to CWDs to ensure civil right compliance and to address civil rights deficiencies and non-compliance. Failure to exercise adequate oversight may result in program non-compliance and exclusion of vulnerable groups from critical social services program benefits. Poor judgment and decisions can adversely impact equitable non-discriminatory delivery of public assistance, federal funding and program administrative costs, and diminish CDSS' ability to effectively administer welfare programs in counties. Lack of knowledge or skill and/or poor judgment can adversely impact Unit morale and effectiveness, and can expose CDSS to legal action. Lack of judgment and/or tact could result in CWDs' failure to comply with civil rights laws, resulting in fiscal sanctions for non-compliance. Ultimately, poor program judgments can create negative public relations for state and county governments.

F. OTHER INFORMATION:

Experience coordinating with multiple agencies as well as developing training or technical assistance programs for diverse audiences with varying skill levels is highly desirable. Knowledge of and familiarity with civil rights laws and regulations, equity concepts, and social services programs is also desirable. The SSM I must be flexible, have an excellent work ethic, and strong prioritization, interpersonal, and communication skills. The SSM I must also be able work under pressure and independently. Some travel may be required.