

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
Human Resources
Employee Health and Wellness
Duty Statement

Staff Services Manager I
Return to Work Services Section

Position Number: 065-545-4800-XXX
Appointee:
Collective Bargaining Identifier (CBID): S01
Conflict of Interest Filer:
DMV Pull Program: No

Appointment Tenure/Time Base: PFT
Effective Date: _____
Probationary Period: ____
Bilingual Position: No
Headquarters: Sacramento

DUTIES AND RESPONSIBILITIES OF THE POSITION

General Statement

Under the general direction of the Staff Services Manager (SSM) II, Return to Work Services Section (RTWSS), the SSM I supervises and directs the work of analytical and administrative support staff assigned to the unit. The incumbent plans, organizes, reviews and approves all unit work products for consistency with established policies, procedures, and program goals. The incumbent establishes unit priorities, goals, objectives, and work assignments. Organizes staff resources and develops implementation plans to effectively respond to emerging priorities. The incumbent serves as an official representative and subject matter expert on behalf of the California Department of Corrections and Rehabilitation (CDCR) on all reasonable accommodation (RA), medical personnel action (MPA), Family and Medical Leave Act/California Family Rights Act (CFRA), and ergonomic matters. The SSM I is responsible for managing and directing staff in the processing of critical cases, and acts in a lead capacity in performing highly complex and varied analytical work as it relates to CDCR employees.

Supervision Received:

Under the general direction of the SSM II, RTWSS.

Supervision Exercised:

The SSM I provides supervision to Associate Governmental Program Analysts, Staff Services Analysts, Student Assistants, and Mechanical and Technical Occupational Trainees within the RTWSS.

Conduct, Attendance and Performance Expectations

This position requires the incumbent to possess a high work ethic, communicate effectively and professionally (both orally and in writing) in dealing with employees and/or the public; demonstrate excellent interpersonal skills; the ability to interpret and apply laws, regulations and departmental policy; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures; and have an understanding of the working conditions unique to a correctional setting.

Description of Duties

Essential Functions

- 25% Supervise, train, and direct the work of RTWSS staff and provide functional direction to RTW, FMLA, and Ergonomic Coordinators located in institutions, parole offices, juvenile facilities within an assigned region. Supervises RTWSS staff with the administration of the CDCR FMLA/CFRA, RTW, and Ergonomics programs.

- 25% Supervise and provide direction to RTWSS staff in the analysis, interpretation and application of California Government Code, laws, regulations, Memoranda of Understanding, court and State Personnel Board (SPB) decisions, and policy and guidelines that apply to or impact the development, maintenance and enhancement of the Department's RTW, FMLA/CFRA, and Ergonomics services. Consult with Office of Legal Affairs (OLA), Office of Labor Relations (OLR), and Human Resources (HR) to ensure proposed activities conform to state and federal law. Participate in triage meetings with the OLA, Workers Compensation Program, the Office of Civil Rights, and OLR.

- 20% Perform all supervisory functions related to assigned staff, which includes recruiting, hiring, training, evaluating performance, preparing probationary reports, Individual Development Plans, and review Merit Salary Adjustments. Implement corrective action and progressive discipline as necessary. Review monthly timesheets and staff requests for time off. Establish work assignments, mentor and develop staff by providing guidance with training assignments, presentations, and associates processes related to the RTWSS. Attend and conduct staff meetings.

- 20% Participate in the management of the RTWSS by participating as a member of the management team in the development of strategic goals and objectives of the program, attending meetings and representing RTWSS, and by interacting with customers and stakeholders of the RTWSS, both inside and outside of CDCR. Testify at SPB and in matters litigated in State and Federal courts. May represent the RTWSS Section Manager in meetings and conference calls in their absence. May perform other duties as required, including but not limited to, assisting in the development of policy, procedures and office directives.

- 10% Serve as the CDCR Liaison with the Ergonomics contractor. Maintain and revise the Ergonomist Contract and recommend changes as needed to best meet the needs of the department. Oversee and maintain inventory of ergonomic equipment

Occasional travel required to department work locations as necessary.

Scope and Impact

Responsibility for Decisions and Consequence of Error: Assume and demonstrate independent responsibility for decisions and actions having staff and programmatic impact. High consequence of error.

Personal Contacts:

- *Internal:* departmental managers, Wardens, Regional Parole Administrators, line supervisors and staff; other departmental programs such as Office of Legal Affairs, Office of Labor Relations, Facilities Management, and Business Services.
- *External:* stakeholders, including CalHR, other governmental entities, contractors, and union representatives.

Knowledge, Skills and Abilities

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available responses; and effectively contribute to the department's affirmative action objectives.

Special Personal Characteristics:

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

**Physical and Environmental Demands
And
Working Conditions and Requirements*****Administrative Essential Functions:***

- Maintain regular and reliable attendance, be punctual, and complete the workday and workweek, in accordance with the established position requirements.
- Be supervised or directed by assigned manager or supervisor.
- Must be able to supervise staff.
- Maintain cooperative working relationships with members of staff, public officials, wardens, institutional and administrative staff, legal, public agencies, and professional groups.
- Ability to attend various training courses (e.g., orientation, staff meetings, in-service training, on-the-job training) to comply with departmental policies and procedures as needed or required.
- Interpret and apply appropriate laws, rules, regulations, policies, etc. in order to gather and provide information and respond to inquiries from within and outside the Department to ensure compliance.

- Review and read records/documents, research, compose, analyze, compile, and update technical documents; multi-tasking; prepare various forms and documents.
- Function professionally under highly stressful circumstances, get along well and interact with co-workers, managers/supervisors, in person and through electronic and verbal means of communication, in a professional and courteous manner to accomplish common tasks.
- Communicate effectively, intelligibly, and professionally, by way of verbal, written, or electronic communication, disseminate information, respond to inquiries, provide direction and training, and document appropriate information.
- Work under pressure and under tight deadlines.
- Maintain and ensure confidentiality of departmental information, records, documents, concerns, issues, etc.
- Represent the department at formal and informal settings such as meetings, conferences, hearings, etc.
- Work independently and with minimal or, at times, no supervision.
- Follow verbal and written instructions.
- Accept appropriate suggestions and constructive criticism and if necessary, respond by modification of behavior.
- Manage the use of time effectively and prioritize actions to complete professional and technical tasks within expected time constraints.
- Exercise professional judgment and ethical behavior at all times.
- Possess reading and writing skills sufficient to meet departmental demands.
- Multitask and deal with changing priorities.
- Travel to Department locations statewide or other locations to conduct state business.

Physical Essential Functions:

- Ability to respond quickly and appropriately during an emergency situation.
- Lift and carry occasionally in the light range (up to 20 pound maximum).
- Push, pull, and grip occasionally frequently.
- Sit and stand occasionally continuously.
- Stoop, bend, kneel, reach, squat, climb, crawl, twist and stretch, occasionally.
- Walk occasionally to frequently on a wide range of surfaces for varying distances, indoors or outdoors, in various weather conditions, which may become slippery due to the weather or spillage of liquids or which may be uneven or rough.
- Ability to travel via car, plane or train within the state as required including short notice travel.
- Use fingers and hands steadily frequently.
- Use and operate common office machines/equipment including telephones, cellular telephones, photocopiers, fax machines, personal computers, laptops, keyboards, video display terminals, printers, mail machines/scales/meters, calculators, and similar equipment to complete assigned duties.
- Perform required tasks in various lighting conditions, including dim or bright light.
- Ability to work in a multi-story office building.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work

requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence or relief, equalize peak work periods, or to otherwise balance the workload.

EMPLOYEE'S STATEMENT: I acknowledge receipt of this job description and understand the requirements and duties of the position. I have discussed the job description with my supervisor. I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor.)

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE:

SUPERVISOR'S STATEMENT: I certify that the above accurately represents the duties of the position. I have discussed the duties of the position with the employee and have provided a copy of this job description to the employee named above.

SUPERVISOR'S NAME: (Print)

SUPERVISOR'S SIGNATURE:

DATE: