

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Staff Services Manager III (SSM III)

POSITION NUMBER:

800-653-4802-001

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

Research Automation & Data/Enterprise Data Mgt

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

Automation and Innovation Bureau

SUPERVISOR'S NAME:

Raquel Givon

SUPERVISOR'S CLASS:

CEA, Enterprise Data Management Branch Chief

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.

2 Staff Services Manager IIs (SSM II)

Total number of positions for which this position is responsible: 27

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

MISSION OF ORGANIZATIONAL UNIT:

The mission of the California Department of Social Services is to serve, aid, and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility, and foster independence.

The California Department of Social Services (CDSS) launched the Research, Automation, and Data Division (RADD) to build a sustainable data culture and maximize the full value of data assets through: Enterprise Data Asset Inventory, management and data migration; Enterprise Road Map regarding Information Sharing Capability and Policies and Procedures; Training of Enterprise Data Workforce; and Enterprise Identity, Credential, and Access Management. RADD is responsible for working with Information Services (technology) and Program partners throughout the data life cycle to ensure best practices are elevated toward the goal of serving California's most vulnerable families using a human-centered and data-driven approach.

CONCEPT OF POSITION:

Under the direction of the Enterprise Data Management Branch Chief, the Staff Services Manager III (SSM III) serves as the Automation and Innovation Bureau Chief. The SSM III is responsible for working with existing systems to stay aligned with department modernization efforts, synthesize program needs, and partner with ISD and divisions to automate data capture, enhance client and worker experiences, and innovate alongside the changing data, software, technology, and enterprise data landscape. The incumbent encourages and supports human-centered design and inclusive stakeholder engagement.

A. RESPONSIBILITIES OF POSITION:

- 45% Directly supervise two (2) SSM IIs who provide program support and guidance to the Office of Systems Integration (OSI), county welfare departments, and others as appropriate. Define, create, implement and ensure adherence to automation standards in a collaborative team. Set the automation standards that will be used for internal and external building of automated systems. Define automation standard elements such as safety, software, and solution providers. Work with program partners and Agency to understand software requirements and create solutions while working within the standards framework. The incumbent will be accountable for projects or programs on a division and department wide basis.
- 35% Drive the creation of user-centered solutions for a variety of CDSS programs. Oversee user research, analysis/synthesis, ideation and prototype development, strategy development, creative design and execution, and oversight of production. Supervise regularly scheduled meetings with welfare advocates, which include county welfare department directors or their designees, OSI, other state departments, legislative staff, federal oversight agencies, and CDSS staff to review and resolve issues from welfare advocates concerning the automated systems. Oversee staff in the research into the statewide CalSAWS consortium and project, become familiar with lessons learned and promising practices gained from previous migration projects. Overall management responsibility for system implementation of multi-year, large scale initiatives and direct activities for the project staff focused on short and long term strategic goals inclusive of CalSAWS, EBT, SVH, and CCCH.
- 10% Supervise program support on automation issues related to agency and statewide projects, which includes interaction with the California Health and Human Services Agency, Department of Health Care Services, OSI, County Welfare Directors Association of California (CWDA), and representative counties.
- 5% Act for the Branch Chief in his/her absence, participate in Division recruitment/testing and other administrative assignments. Represent the Department at a wide variety of stakeholder meetings. Perform and monitor timely performance evaluations on subordinate staff and managers.
- 5% Other duties as appropriate.

B. SUPERVISION RECEIVED:

The SSM III receives direction from and reports to the Enterprise Data Management Chief.

C. ADMINISTRATIVE RESPONSIBILITY:

The Chief is responsible for all bureau management functions including evaluating and delegating workload, establishing goals and priorities, monitoring project progress, evaluation of products, section organizational structure, internal procedures, and staffing.

D. PERSONAL CONTACTS:

The SSM III has daily contact with CDSS, Agency staff, and OSI staff, and has frequent contact with other state departments, federal and county government staff, welfare advocates, the legislature, and private enterprises.

E. ACTIONS AND CONSEQUENCES:

The SSM III makes decisions affecting statewide implementation and maintenance of agency and statewide projects, and other related IT projects, as appropriate. Lack of knowledge of critical areas and/or poor judgment can adversely impact the outcomes of the IT projects, cause interruption of critical services to the Department's public assistance clients, and may result in loss of funds, federal sanctions, and/or possible legal actions against the Department.

F. OTHER INFORMATION:

The SSM III should possess excellent interpersonal and communications skills and be able to work effectively under pressure. Strong writing skills and project management experience are critical for this position. Knowledge of public assistance programs and county welfare department operations, CDSS organization and functions, and knowledge of principles and processes of budgeting, regulation and legislation are desirable.