

DUTY STATEMENT

Employee Name:

Classification: Staff Services Manager II	Position Number: 580-510-4801-009
Working Title: Local Support Section Chief	Work Location: 3901 Lennane Drive, Sacramento CA 95834
Collective Bargaining Unit: S01	Tenure/Time Base: Permanent / Full Time
Center/Office/Division: Center for Family Health / Women, Infant, and Children (WIC) Division	Branch/Section/Unit: Local Services Branch / Local Support 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.

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 an employee of the Local Services Branch, the incumbent serves as part of a team that provides monitoring, training, support for and collaboration with regional local agencies that serve the Women, Infants and Children (WIC) participants.

The incumbent works under the general direction of the Chief, Local Services Branch, Staff Services Manager III (SSM III). The Staff Services Manager II (SSM II) plans, organizes, directs, and supervises the work of a multidisciplinary professional and technical staff in the Local Support Section (LSS) through two SSIs who oversee the Local Communications Unit (LCU) and the Contracts and Monitoring Services Unit (CMSU). The SSM II ensures that the contract management and technical assistance services provided by staff includes direction, guidance, information, monitoring and technical assistance to 84 local WIC agency contractors that provide WIC services to over 1.4 million participants according to federal and state laws, regulations, policies, and procedures. The SSM II coordinates with state, local and national partners to implement these activities. The manager actively participates as a member of the WIC Division management team.

Statewide travel up to 5% of the time.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: 5% statewide travel
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 35% Directs, through three Staff Services Manager I's, the local communications and participant customer services to WIC local agencies using various technological communication methods such as telephones, email, teleconference platforms and other emerging telework tools ; assists WIC local agency staff in interpreting and implementing WIC policies and procedures; coordinates integration of services with other health programs at the local level (such as Child Health and Disability Prevention (CHDP), Maternal, Child and Adolescent Health (MCAH), etc.); attends monthly local agency director meetings and quarterly regional meetings to obtain feedback on regional issues affecting WIC services and participants and provide local agency staff uniform information and interpretation of new and/or revised policies, procedures, or other requirements.
- 25% Oversees performance management of WIC local agencies, including, in collaboration with other state departments and the regional sections that conduct the federally required monitoring of local WIC agencies to ensure compliance with state and federal regulations, contract compliance and the ongoing technical assistance provided to local agencies in these areas; oversees activities and guidance related to local assistance contracts with 84 WIC local agencies; ensures compliance with contract requirements by guiding the monitoring and technical assistance on topics such as eligibility determination and documentation, certification periodicity, reporting requirements, correction of biennial program evaluation deficiencies, risk assessment and follow-up. Partners with WIC Operations Branch to ensure Contract Manager responsibilities are appropriately executed and shares contract related processes and procedures with other LSB Section Chiefs.
- 20% The SSM II has supervisory and leadership responsibilities that include recruiting, interviewing, and hiring staff; determines training needs for new and existing staff, identifies and promotes continuing staff development and specialized training; ensures staff complete the mandatory trainings; evaluates performance of staff in a timely manner using the Individual Development Plan (IDP) assessment tool; coaches and mentors staff in the development of a work plan and monitors work progress; reviews/approves timesheets and

absence requests and completes documentation related to attendance, preventative, corrective, or adverse action when appropriate.

Actively participates on the WIC management team; collaborates and communicates with other Division managers and supervisors to discuss, plan, and implement strategies impacting WIC services; keeps senior management apprised of program status and achievements; completes Department and WIC mandatory trainings; participates in and attends project, Section, Branch, and Division meetings.

- 10% Represents the Branch Chief, the Division Chief and higher-level Department of Public Health (CDPH) officials at meetings, conferences, and in relationship with other governmental and private agencies; negotiates sensitive and/or complex issues with public constituents and local agency management; directs staff in evaluating subject-matter issues and developing policies for the WIC program; interprets policy to subordinate staff and administrators of local WIC agencies; coordinates CDPH staff recommendations with those of affected local program representatives and advises the Local Services Branch Chief of actions required to address policy or program operations issues; prepares and edits reports and issues memoranda, position papers, press releases and articles suitable for publication.
- 5% Directs staff in analyzing new laws, proposed legislation, and regulations relating to local WIC agencies; advises CDPH management on the local agency impact of implementing new or proposed regulatory changes; provides program input from the local agency perspective to legislators, the Legislative Analyst’s Office, Department of Finance, Department of General Services, and CDPH staff. Serves on special committees, coordinates and participates on special team assignments, initiates and leads staff meetings, appraises Local Services Branch Chief of projects and assignment status

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: MD	Date 7/26/22		