

State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION:

Staff Services Manager II

POSITION NUMBER:

463-4801-912

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

Housing and Homelessness Division

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

Quality and Accountability Bureau/Family Programs Quality & Accountability Section

SUPERVISOR'S NAME:

Casey Mills

SUPERVISOR'S CLASS:

Staff Services Manager 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 Staff Services Manager II (SSM II) will directly supervise 1 SSMI, 4 SSMI Specialists, and 3 analysts.

Total number of positions for which this position is responsible:

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

**MISSION OF ORGANIZATIONAL UNIT:**

The Housing and Homelessness Division is responsible for the development, implementation, and evaluation of programs related to housing support and homelessness mitigation.

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**CONCEPT OF POSITION:**

Under the direction of the Staff Services Manager III, the Staff Services Manager II (SSM II) manages staff responsible for program and policy development, grantee oversight and technical assistance pertaining to housing support and homelessness prevention programs operated by county and tribal health and human service agencies. The SSM II is responsible for supervising staff, monitoring work flow, leading numerous highly complex statewide policy development projects including starting new statewide programs related to homelessness with a budget of over \$2 billion.

**A. RESPONSIBILITIES OF POSITION:**

30% Plans, organizes, directs, and evaluates the work of management and staff responsible for statewide programs pertaining to housing and homelessness assistance and prevention. Reviews and approves management and staff work, including written guidance such as All County Letters, All County Information Notices, program regulations, and similar documents. Oversees the development of statewide data-driven process necessary to evaluate programmatic outcomes and expenditures. Advises branch management on the oversight of highly complex statewide program coordination and technical assistance. Leads and facilitates internal meetings, presentations and county trainings with county leadership pertaining to housing and homelessness assistance and prevention.

30% Oversees the development and dissemination of highly complex housing and homelessness assistance and prevention statewide program implementation guidelines and best practices. Provides directives to management on the development of written guidance and strategic direction to management, staff, and departmental partners. Advises the senior branch leadership team on the development of program policy, answers questions from county and tribal leadership, other divisions and CDSS executive management. Recommends and guides oversight and coordination on cross-Division efforts including but not limited to processes and workflows associated with technical assistance, contracting, budget development, legislative analysis, marketing and communication efforts. Attends and participates in housing and homelessness assistance and prevention conferences, as necessary.

15%: Participates in Division strategic planning, recruitment and team development. Develops and oversees cross-Division technical assistance on policy research, oversight, and development. Leads section processes, infrastructure, and work flows to optimize the team's work and progress to the Division's mission and goals. Coordinate with Division leadership on team culture and utilize evidence-based best practices to drive leadership and management efforts. Manages, directs and conducts personnel activities including recruitment, hiring, orientation and staff training.

10% Coordinates the development of housing and homelessness prevention summaries, presentations, talking points, and briefing materials via the section management teams in order to advise branch and department executive leadership relevant to critical funding and policy decisions. Coordinates, reviews and approves documentation used to educate audiences such as legislative staff, community housing organizations, advocates for clients , and the general public. Meetings may be with external stakeholders, Health and Human Services Agency staff and executive leadership, the Governor's office, or media.

10% Coordinates and oversees the completion of the review, approval and dissemination of over \$2 billion in housing and homelessness assistance and prevention program funds across over 250 grantees in a timely manner. Coordinates the development and release of statewide funding solicitations and request for proposal updates. Oversees the review and evaluation of program proposals is completed timely and advises branch leadership on the final determination of individual county and tribal program allocations.

5% Oversees other branch projects as needed, including but not limited to supporting the training of branch staff on housing and homelessness assistance and prevention or other policy areas as appropriate. Fills in for CEA and Staff Services Manager III when needed to discuss highly complex statewide policy development and program outcomes

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B. SUPERVISION RECEIVED:

The SSM II reports directly to and receives general direction from the Staff Services Manager III.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM II is expected to effectively communicate with county and tribal representatives, external housing entities, and all levels of CDSS management, including executives.

D. PERSONAL CONTACTS:

The SSM II routinely interacts with CDSS executives and management staff. In addition, the SSM II is responsible for coordinating with various stakeholders in work related to housing and homelessness assistance and prevention programs. The SSM II 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 housing and homelessness assistance and prevention program performance and expenditures at the grantee level. Failure to exercise adequate oversight may result in poor program performance, poor outcomes of significant statewide investments, and homeless individuals or families not receiving critical services. These programs have high legislative interest and visibility.

F. OTHER INFORMATION:

Experience in coordinating with multiple agencies as well as developing new and innovative statewide programs related to housing and homelessness prevention is highly desirable. Knowledge of the CalWORKs program, Child Welfare Services, and various disability benefits programs, including the Supplemental Security Income/State Supplementary Program for the Aged, Blind and Disabled (SSI/SSP), Social Security Disability Insurance (SSDI), the Cash Assistance Program for Immigrants (CAPI), and other housing and homeless prevention programs is also desirable. The SSM II must be flexible, have good interpersonal skills, strong communication skills, be able to work under pressure, and be capable of working independently. Some travel may be required.