

State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

TBD

CLASSIFICATION:

Staff Services Manager I

POSITION NUMBER:

011-4800-003

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

Office of Equity (OOE)

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

Office of the California Foster Care Ombudsperson (OFCO)

SUPERVISOR'S NAME:

Greg Asher

SUPERVISOR'S CLASS:

Staff Services Manager II (SSMII)

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)*

Fingerprint Clearance

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.

4 Associate Governmental Program Analysts and 1 Graduate Student Assistants

Total number of positions for which this position is responsible: 5

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

MISSION OF ORGANIZATIONAL UNIT:

The Office of the Foster Care Ombudsperson (OFCO) is an autonomous entity within the California Department of Social Services (CDSS), established to receive, investigate, and resolve complaints about the care, placement, services, and rights of youth in foster care. The OFCO receives and responds to inquiries and complaints received from foster youth, caregivers, the public, advocacy groups, federal departments, the Legislature, and Congress concerning child welfare and foster care policies, practices, and processes. The OFCO produces and distributes an annual report, written and multimedia educational materials, and provides trainings to diverse audiences about the OFCO's duties, responsibilities, and the rights of children in foster care.

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**CONCEPT OF POSITION:**

Under the general direction of the Staff Services Manager II and Ombudsperson, the SSM I plans, organizes, directs, and oversees staff efforts aimed at responding to and monitoring foster youth rights, including but not limited to: the research and development of curriculum and evaluation tools; delivery of outreach and training across the State; ensuring effective, efficient, and equitable management of statewide complaint investigations. The SSM I provides consultation, written and verbal policy interpretation and analysis, and supports program development and improvement, related to the personal rights, care, placement, and services to support improved safety and well-being of children in foster care in California. Ability to work after normal business hours, weekends required.

**A. RESPONSIBILITIES OF POSITION:****Essential Functions:**

25% Provides supervisory oversight to staff in the OFCO, primarily the unit responsible for training and outreach. In conjunction with other SSM Is, plans, develops, implements, coverage of the branch's public toll-free lines. Monitors, evaluates and modifies procedures to maintain effectiveness of these functions. Reviews staff assignments for quality, accuracy and completed staff work. Provides coaching and other professional development for staff. May handle the most complicated or sensitive inquiries regarding any of the assigned areas.

20% Evaluates and appraises staff performance; writes annual performance appraisals, probationary reports, and other supervisory reports as needed. Establishes Unit goals, objectives and assignments and communicates expectations to staff. Recruits, interviews, onboards, trains, and coaches staff in the successful completion of unit goals and responsibilities, ensuring ongoing staff development.

20% Oversees and monitors analysts workloads based on multiple factors including experience of the analyst, complexity of complaints and inquiries currently assigned, additional assignments and other factors. Delegates for intake or further processing complaints and inquiries received via the Branch's general email inbox, voice messages, website, and controlled correspondence. Ensures assignments are properly distributed and completed timely and in accordance to the expectation of quality customer service.

15% Coordinates the development of training curriculum, calendaring, evaluation tools, and delivery of outreach and trainings to foster youth, resource families, county child welfare agencies and other organizations on the rights of children and youth in foster care and topics related to improving the child welfare system. Leads OFCO training team meeting. Delivers trainings and appears outreach events, including those offered after hours including weekends. Oversees staff activities associated with the outreach and training.

10% Coordinates the development, publication and dissemination of youth focused educational materials for distribution to children and youth in foster care, foster care providers, and other stakeholders regarding the rights of children in foster care, the role of the OFCO, and other topics as needed. Oversees projects and staff activities associated with the development of the Annual Report, All County Letters, budget change proposals, legislation and regulations impacting children in foster care, and educational and training materials.

5% Provides technical and policy assistance to staff, departmental organizations, other state agencies, county Child Welfare agencies, and public groups in the planning, development, implementation and monitoring of state policies and practices. Represents the OFCO in meetings with representatives of other governmental bodies, judicial staff, and other stakeholders, to address issues associated with the care, placement, and services of youth in foster care. Oversees OFCO Social Media platforms, and creates youth oriented communications/postings.

5% Performs other duties as assigned as they relate to the operation of the Office of the Foster Care Ombudsperson.

**Staff Services Manager I Specific Competencies:**

-Knowledge of the public child welfare system, including practice, policy, funding, and Tribal government relations, state and federal policy-making and administrative processes.

-Ability to lead a diverse staff, foster collaboration, mutual respect, and teamwork, while maintaining assertiveness and diplomacy in meeting common goals. Detail-oriented with strong analytical skills and effective editing skills.

-Ability to communicate orally and in writing in a well-organized, accurate, clear and concise manner and confidence in communicating with a broad range of stakeholders with diverse opinions and maintain poise while working in a time-sensitive and person-oriented environment.

-Ability to develop and evaluate alternatives; analyze data and present ideas and information effectively.

-Ability to plan implementation of and manage complex projects to completion within specified time lines.

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B. SUPERVISION RECEIVED:

Receives direct supervision from the Staff Services Manager II. The SSM I receives guidance on policy, procedural, and administrative issues affecting the OFCO. The incumbent is required to display considerable independence, initiative, and resourcefulness in carrying out the responsibilities.

C. ADMINISTRATIVE RESPONSIBILITY:

Directly supervises the work of OFCO staff. Reviews and approves staff travel, equipment and supply purchases, and other business expenses; conducts timely reviews of staff performance; reviews and approves staff leave usage; recruits, screens and hires staff. Ensures confidentiality of personal and/or sensitive information. The SSM I is required to utilize good judgment in handling sensitive and confidential materials and matters when working on documents and project-related issues. Acts in the capacity of the Staff Services Manager II at appointed times.

D. PERSONAL CONTACTS:

The SSM I has frequent contact with other state and county staff, including but not limited to, CDSS, county child welfare, probation, judicial officers, mental health and health services, private and public adoption agencies, group home providers, advocates, and related associations for the purposes of consultation and complaint resolution concerning the care, placement and services of youth in foster care. The SSM I communicates with youth and must be able to effectively communicate with youth in a trauma informed way. Additionally, the incumbent meets with federal, state and county staff/management and private advisory/advocacy groups as needed. Tact, diplomacy, discretion, good judgment, and the ability to arbitrate/mediate are essential in the collaboration with others to benefit the children served under the OFCO. Incumbent will interact with the Ombudsperson and implement the vision and strategy of the Ombudsperson.

E. ACTIONS AND CONSEQUENCES:

Errors in judgment, poor interpersonal skills, unsound policy recommendations, or inadequate administration of identified responsibilities can result in program practices that negatively impact the care and quality of services to children in foster care. Failure to use good judgment in staff supervision could result in foster children not receiving necessary assistance and may place a foster child at risk of additional abuse or neglect. Such errors may result in creating fiscal sanctions or higher costs to state and local government and emotional/psychological harm to foster children.

Poor judgment, disrespectful communication and behaviors may adversely impact the credibility of the OFCO and damages collaborative working relationships with others including the public, the department, judicial, administrative, federal, state and county project staff, as well as external partners and stakeholders.

F. OTHER INFORMATION:

The SSM I requires frequent travel within the State; working in a high-rise building in downtown Sacramento; work in office setting with artificial light/ temperature control; and daily use of a personal computer/telephone. Knowledge of the state's child welfare system, direct child welfare experience, training and curriculum development, program evaluation, project management, and continuous quality improvement experience highly desired.

The OFCO values diversity at all levels of the organization and is committed to fostering an environment in which employees from diverse backgrounds, cultures, and personal experiences are welcomed and can thrive. The OFCO believes the diversity of our team and their unique ideas inspire innovative solutions to further our mission of resolving complaints related to Foster Youth Rights, and the care, services, and placement of children in foster care. The OFCO seeks a diverse pool of applicants including those from historically marginalized groups or those who have lived experience in the foster care system.