

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

TBD

CLASSIFICATION:

SSM II

POSITION NUMBER:

800-011-4801-001

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

Office of Equity

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

Office of the Foster Care Ombudsperson

SUPERVISOR'S NAME:

Larry Fluharty

SUPERVISOR'S CLASS:

CEA

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.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 Foster Care Ombudsperson (CEA), the SSM II provides planning, direction and leadership within the OFCO. The SSM II manages efforts aimed at responding to complaints, disseminating information on foster youth rights and producing an annual report. The SSM II manages staff, engages in complex policy interpretation and analysis, and supports program development and improvement related to the personal rights, care, placement, and services of children in foster care in California.

**A. RESPONSIBILITIES OF POSITION:**

40% Provides supervisory oversight to staff in the OFCO (3 SSM 1s (supervisory), 1 SSM 1 specialist, 12 analysts and 4 student assistants across 3 units) including direct supervision of supervising SSM 1s and office technician. Develop and implement policies and procedures; d oversee assignments to staff; ensure operational procedures are established and revised as necessary to meet goals of Branch. Review data and identify policy and administrative problems and implements solutions; evaluates management staff performance. Consult with Branch Chief regarding needs and priorities to achieve mission of the OFCO.

**B.**

25% Consult, advise and coordinate with the Ombudsperson and departmental leadership, counties, and other interested parties on a wide variety of child welfare areas. Provide 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. Represent the Ombudsperson in meetings with representatives of Tribes, other governmental bodies, judicial staff, and stakeholders, to address issues associated with the care, placement, services and rights of youth in foster care.

**C.**

15% Develop, manage, direct, and evaluate the OFCO case management system for data gathering, analysis, and reporting to identify systemic issues and policy recommendations related to the care, placement, and services of youth in foster care. Manage the development of complex projects and policy recommendations to improve the safety, permanence, and well-being of foster children. Lead the creation and distribution of the OFCO's annual report. Execute and oversee the development, publication and dissemination of other OFCO reports, 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. Oversee the flow of county letters and notices, budget change proposals, legislation and regulations impacting children in foster care, and educational and training materials through the office and coordinates with colleagues within CDSS.

**D.**

10% Provide regular feedback to subordinate managers and staff regarding completed assignment and efficiencies; ensures procedures are in place to track assignments and priorities to meet deadlines and goals. Participates in recruitment and selection of OFCO staff. Maintains complete documentation for recruitments. Coach subordinate staff, complete performance evaluations, and identifies training and development needs for various classifications within the branch to ensure a diverse and competent workforce, and maintains accurate and thorough supervisory documentation. Support the establishment of a strength-based work environment within the branch through coaching, staff communication, and fostering a team approach within the branch.

**E.**

5% Investigate complex, sensitive, and high-profile complaints and inquiries from the CDSS Director, OOE Director, Agency, Governor's Office, the Legislature, Federal Administration of Children and Families, Tribes, advocacy groups, foster children, caregivers, attorneys, and other internal and external stakeholders regarding case specific issues related to children in foster care. Conduct research and prepares written reports to facilitate complaint resolution, elevates issues of statewide importance, and keeps the Ombudsperson informed of complaint trends.

5% Acts for the Ombudsperson when necessary and performs other duties as assigned as they relate to the operation of the OFCO.

**STAFF SERVICES MANAGER II SPECIFIC COMPETENCIES**

\*Knowledge of the public child welfare system, including practice, policy and funding; and an understanding of federal/state/county/ Tribal government relations, state legislative process, implementation of federal mandates, bill analysis, and state budget/fiscal information

\*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.

\*Ability to lead a diverse staff, foster collaboration, mutual respect, and teamwork, while maintaining assertiveness and diplomacy in meeting common goals and manage projects to completion within specified times frames.

\*Ability to seek mutually-acceptable solutions and develop strategies to address complex public policy issues.

\*Ability to delegate work and follow-up and share progress on work.

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B. SUPERVISION RECEIVED:

Receives direct supervision from the Foster Care Ombudsperson (CEA). The SSM II 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 II is required to utilize good judgment in handling sensitive and confidential matters. Acts in the capacity of the Ombudsperson at appointed times.

D. PERSONAL CONTACTS:

The SSM II has frequent contact with other state and county staff, including but not limited to, CDSS, Tribes and Tribal leaders, 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. 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.

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 and may adversely impact the credibility of the OFCO. Failure to use good judgment 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.

F. OTHER INFORMATION:

The SSM II position 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 and direct child welfare experience is highly desired. 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.