

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Manager II (SSM II) Specialist

POSITION NUMBER:

800-657-4801-001

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

Enterprise Data Management Branch (EDMB)

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

Statewide Data and Landscape Projects (SDLP)/SVMT

SUPERVISOR'S NAME:

Brandon McMillen

SUPERVISOR'S CLASS:

Staff Services Manager III (SSM 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.

SUPERVISOR'S SIGNATURE

DATE

I have read this duty statement and agree that it represents the duties I am assigned.

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.

None

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 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 Research, Automation, and Data Division's (RADD) mission is to improve the way the Department collects, manages, and deploys data to support the efficient, effective, and equitable delivery of government social services. RADD manages major statewide initiatives to streamline and automate eligibility determination and benefit administration for key safety net programs, and leads efforts such as human-centered design, data governance, automation and continuous quality improvement, data visualization and analysis, and research partnerships to improve client outcomes and promote program integrity. Across these efforts, RADD provides coaching to the Department on all aspects of the data lifecycle.

CONCEPT OF POSITION:

Under the general direction of the SDLP Bureau Chief, the SSM II Spec. serves as the Senior Project Manager (PM) for the Strategic Vision and Management Team (SVMT). The Senior PM is responsible for the most complex Project Management, Stakeholder Engagement, and other activities involving the services RADD performs for large, long-term data and technology projects. Additionally, the Senior PM leads the development of standards of practice for SVMT activities. The Senior PM also supports the SSM III in monitoring the portfolio of SVMT projects and providing guidance to the SVMT SSM I Specs.. Lastly, Senior PM works with the SSM II Chief of the Design and Implementation section in the tactical implementation of the Bureau's vision and strategy.

A. RESPONSIBILITIES OF POSITION:

40% - Functions as the SVMT Senior Project Manager overseeing the planning and implementation of the most complex projects involving multiple RADD teams and workstreams. Develops core project documentation, maintains control of project scope and timeline, effectively allocates project resources, mitigates risks and issues, ensures stakeholder satisfaction, removes barriers to team success, evaluates project team performance, and approves team deliverables in collaboration with the SSM III. Responsible for facilitating and/or conducting the drafting and approval of content for project budget requests, contract procurement, legislative analysis, data sharing, and other governmental activities as defined. Serves as the main representative to internal CDSS teams for all project related activities, which includes but not limited to leads from the Information Systems Division (ISD), CDSS program sponsors, the Finance and Accounting Division (FAD), and RADD leadership. Also serves as the main representative to external stakeholders for all RADD project activities.

20% - Serves as lead Subject Matter Expert in the development of standards of practice for SVMT activities including Project Management, Stakeholder Engagement, Contract Management, and other identified activities. Works in collaboration with others performing these activities in the division and department wide to develop best practices for implementing standards of practice across the department.

15% - Support the SSM III in monitoring, reviewing, and directing the SVMT Project Portfolio to maintain control of project scope, timelines, resources, and stakeholders. Consults with the SSM III to evaluate impact, effort, and priority of proposed projects to ensure a consistent workload and timely execution of SVMT commitments. Provide guidance and mentorship to three SSM I Specialists in the SVMT. As needed, reviews and provides feedback on project planning, stakeholder engagement, budget, procurement, and other governmental documents and artifacts produced by SVMT SSM I Specialists.

15% - Collaborate with the SSM II Supervisor of the Design and Implementation Section (DIS) and SSM III Bureau Chief on the development and tactical implementation of the vision and strategy for the SDLP. Review and analyze proposed legislation, regulations, policies and procedures, and other system and program initiatives to advise on impact to SDLP activities and adaptive actions.

5%: Acts for the Bureau Chief in their absence, participates in Division recruitments/testing and other administrative assignments. Supports the SSM III in performing and monitoring timely performance evaluations on subordinate staff and managers.

5% - Other duties as assigned.

B. SUPERVISION RECEIVED:

The SSM II Specialist receives direction from and reports to the Bureau Chief. This individual will be expected to act with significant independence.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM II Specialist is responsible for all Project Management functions including evaluating and delegating workload, establishing goals and priorities, monitoring project progress, evaluation of products, project organizational structure, internal procedures, and may lead staff recruitment efforts.

D. PERSONAL CONTACTS:

The SSM II Specialist has daily contact with RADD staff and leadership. The SSM II also has frequent contact with staff and leadership from other CDSS divisions. Interaction and coordination with federal agencies, county and local welfare staff, advocate stakeholders, legislative staff, and other State departments and the California Health and Human Services Agency (CalHHS) is also anticipated.

E. ACTIONS AND CONSEQUENCES:

The SSM II Specialist makes decisions affecting statewide implementation and maintenance of CDSS data and IT projects. Lack of knowledge of critical areas and/or poor judgment can adversely impact the outcomes of the data and 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 II Specialist must possess excellent interpersonal and communications skills and be able to work effectively under pressure. Strong facilitation and project management experience are critical for this position. Knowledge of public assistance programs, OCM, HCD, CDSS organization and functions, and knowledge of principles and processes of budgeting, contracting, data sharing, and legislation are desirable.