

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



Box reserved for Personnel Section

		RPA # 23-214	C&P Analyst Approval	Date
Employee Name Vacant		Division Administrative Services Division		
Position No / Agency-Unit-Class-Serial 461-221-4800-002		Unit Organizational Development Unit		
Class Title Staff Service Manager I Learning and Development (L&D Manager)		Location Sacramento		
Subject to Conflict of Interest <input type="checkbox"/> Yes <input type="checkbox"/> No		CBID 01	Work Week Group: E	Pay Differential NA
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under the general direction of the Recruitment and Organizational Development Unit Manager (Staff Services Manager II), the L&D Manager (SSM I) plans, organizes, directs and coordinates the organizational development operations of the Sacramento Office, as well as collaborates with State Hospital Training Officers and programs on department-wide needs. The Training Officer is responsible for the creation and implementation of a robust staff development program with a focus on professional and leadership development. The L&D Manager provides direct supervision over a group of analysts who create and facilitate training and maintain the departments Workforce and Succession Plan and Upward Mobility Program. The incumbent serves as the technical liaison for the Blackboard Learning Management System.				
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary.)			
40%	Manage and oversee the DSH training program and provide coaching, mentorship and support to subordinate staff and hospital Training Officers who create and implement a variety of in-service and out-service staff development trainings, new employee orientation, customer service and employee recognition programs, workforce succession planning, trainings designed for managers on Individual Development Plans (IDPs) and annual performance evaluations and the delivery of other organizational and staff development activities.			
30%	Collaborate with division Chiefs including Office of Human Rights and Chief Operating Officer to strategize to compliance with state training mandates. Develop departmental policy recommendations related to the staff development program. Design, deliver, and facilitate trainings, including, but not limited to the development of curriculum, presentation of curriculum, and manage logistics such as securing locations, trainers, and providing necessary materials. Identify group and individual departmental staff development training needs, manage related trainings, and develop a systematic program to facilitate training opportunities. Develop and implement a training tracking database to report specific information to management regarding the effectiveness of the various organizational development programs. Serve as the technical liaison for the Blackboard Learning Management System. Work collaboratively with			

	departmental staff to identify internal resources such as subject matter experts, trainers, computer labs, on-line trainings, and e-solutions. Collaborate with departmental divisions to develop a communication strategy using technology to disseminate information related to organizational development activities.
15%	Establish, implement and evaluate goals, strategies, and activities tailored to current department workforce needs and strategically forecasting for future needs; and research workforce trends, analyze staffing patterns, and report findings. Develop departmental policy recommendations for the department workforce and succession planning program. Collaborate with State Hospitals and Sacramento Office management on workforce development and succession planning. Collaborate with other internal teams and senior management to determine gaps in skills and knowledge and perform a thorough training needs analysis.
10%	Review Employee Exit Surveys monthly, compile results and inform management of outcomes. Oversee the Department and Administrative Services Employee Recognition Program. Survey departmental needs to develop an appropriate employee recognition program with the intention of boosting employee morale by recognizing exceptional employee performance. Develop departmental policy recommendations and implement methods to monitor, measure, and communicate the effectiveness of the Employee Recognition Program. Represent the department at Adhoc forums, conferences and meetings related to the training and delivery functions.
5%	Other duties as assigned.
Other Information	<p>Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential HR/LR issues and/or materials and is always expected to maintain confidentiality. The incumbent is expected to demonstrate the California Health and Human Services Leadership competencies as well as the DSH Strategic Values and demonstrate respect and professionalism to all those he/she encounters.</p> <p>The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.</p> <p>Incumbent will be held accountable for maintaining the program expenditures within budgeted allocations and to use funds for proper needs while tracking and reporting expenditures to ensure fiscal transparency and accountability.</p> <p>I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).</p>

This position reports to the Headquarters facility in Sacramento. The incumbent will work in a climate-controlled office under artificial light.

A majority of the essential functions of this position may be performed via telework and/or with flexible scheduling. Consistent with Policy Directive 5338, Telework may be considered with prior approval from management. If approved, incumbent is expected to provide in-office coverage on a rotational basis, and attend a variety of face-to-face meetings, and up to 5% travel throughout California as needed, with prior notice.

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor's Signature

Date