

State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Manager I

POSITION NUMBER:

800-361-4800-910

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

Child Care & Development Division/PQIB

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

ITCSB/PIIS/Program Integrity & Improvement Unit C

SUPERVISOR'S NAME:

Maria Mayorga

SUPERVISOR'S CLASS:

Staff Services Manager II

**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
			5/3

**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: 3

**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 Child Care and Development Division (CCDD) is to build, strengthen, and maintain an equitable, comprehensive, quality, and affordable child care and development system for the children and families in our state; to integrate child care with other CDSS programs and services that serve the whole child and the whole family; to address social determinants of health and adverse childhood experiences which significantly impact long-term outcomes for children; and to provide vital supports to the child care and development workforce and programs for children to have access to equitable and stable child care and development opportunities. The CCDD provides planning, policy direction, and oversight of the majority of state-supported childcare and development programs and services in California. These include programs that provide a variety of state-subsidized childcare services, quality improvement plan activities, local childcare and developmental planning councils, and child care resource and referral programs. The CCDD seeks to implement data-informed programs and policies, while providing robust technical assistance and support to counties, contractors, and child care partners.

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**CONCEPT OF POSITION:**

Under general direction of the Staff Services Manager II, the incumbent manages the Program Integrity and Improvement Unit-C (PII-C) staff, which includes AGPA staff. PII-C is one of three PII units that provide analytical support to the Program Quality Implementation Offices and is responsible for managing the review process and the implementation of error rate reduction plans and review of governance and administration elements of the Contract Monitoring Review process for CCDD contractors. This position requires extensive travel.

**A. RESPONSIBILITIES OF POSITION:**

45% - Staff Supervision and Leadership: The SSM I will direct and supervise staff assigned to the unit; determine ongoing work assignments and delegate responsibilities; direct daily activities and special assignments; monitor and evaluate staff performance; approve travel and leave; conduct, arrange, and approve training. In addition, perform the following functions: Lead and supervise analytical staff during on-site reviews and on establishing a center-based baseline error rate; direct staff in working with high risk programs to assess error rates in order to develop and implement error rate reduction plans (ERRP); direct staff in providing technical assistance to programs, and provide oversight in the implementation process of the ERRP. Assure that each ERRP will assist programs in the areas of interpretation and implementation of federal and state regulatory requirements and mandates.

20% - Work Products: Direct and supervise the preparation of staff services work products, such as the monitoring and data reports, and establishing a baseline error rate. Determine tasks, timelines and due dates; review products for accuracy and completeness; ensure monitoring reports and ERRPs are consistent with policy and procedures; provide ongoing follow-up until programs reach their target error rate goal.

15% - Policy Development/Implementation: In consultation with the administrators and consultants in the Program Quality Improvement offices direct the formulation and implementation of strategies to monitor CCDD programs; gather data regarding the results of monitoring; analyze and report to managers within the CCDD and other state and local agencies. The incumbent will also, provide technical assistance to local agencies and develop strategies for the implementation of sound program practices; and propose changes to statute or regulations to improve program integrity and efficiency.

10% - Internal/External Representation: Represent the CCDD within the department and with local constituent organizations, make presentations; gather feedback and concerns; and clarify policies and procedures.

5% - Administrative Responsibilities: Interview and select personnel assigned to the unit; monitor the budget allocated to the unit; prepare budgetary documents to support the work of the unit; ensure that correspondence from the unit meets departmental standards and policies; attend and conduct staff meetings; and prepare state and federal reports as necessary.

5% - Other duties as required

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B. SUPERVISION RECEIVED:

The Staff Services Manager I works in the CCDD Program Integrity & Improvement Unit C under the general direction of the Staff Services Manager II.

C. ADMINISTRATIVE RESPONSIBILITY:

The Staff Services Manager I is responsible for all administrative and management functions of the unit. This position will directly supervise four analyst and may act on behalf of the Program and Quality Improvement Section Chief.

D. PERSONAL CONTACTS:

This position will represent the Program Quality and Improvement Branch within the department and with local constituent organizations. This includes making presentations, gathering feedback and concerns, and clarifying policies and procedures.

E. ACTIONS AND CONSEQUENCES:

The Staff Services Manager I is also responsible for ensuring internal controls within the CCDD to ensure that fiscal and legal risks are minimized and, where possible, eliminated. Failure to limit risk and ensure efficiency can hinder the Department's ability to provide oversight and monitoring to child care and development programs. All management actions will have highly visible and costly political, as well as fiscal, consequences since they will impact relationships among the state, federal and county governments as well as the public.

F. OTHER INFORMATION

Desirable Qualifications:

- Excellent interpersonal skills, team player, communication, and presentation skills are essential for success.
- Ability to exercise initiative, good judgment, honesty, and make timely decisions while maintaining positive and trusting working relationships.
- Ability to plan, organize, communicate, and adapt to changing priorities, and work effectively under pressure to meet deadlines.
- Knowledge of child care programs, and child care subsidy, is highly desirable.