

Department of Health Care Access and Information

Duty Statement

Proposed

Employee Name Vacant	Organization Office of Health Workforce Development Operations Branch	
Position Number 441-221-4802-XXX	Location Sacramento	Telework Option Hybrid
Classification Staff Services Manager III (Supervisory)	Working Title Chief, Operations Branch	

General Description

As a key advisor to the Assistant Deputy Director, the SSM III is the Chief of the OHWD Operations Branch and is responsible for the most critical and sensitive issues as they relate to the OHWD primary mission, strategic planning process, development, and execution. The SSM III is responsible for the overall planning, organizing, and operations management of the Branch. This includes the professional development of staff, program design, budgeting, and structure of the Branch. The incumbent is responsible for managing two Staff Services Manager IIs who oversee subordinate staff engaged in all operational and administrative functions.

Supervision Received

Will report to the OHWD Assistant Deputy Director

Supervision Exercised

The Branch Chief directly supervises two Staff Services Manager IIs

Physical Demands

Must possess and maintain sufficient strength, agility, endurance, and sensory abilities to perform the duties contained in this duty statement with or without reasonable accommodation.

Typical Working Conditions

Required prolonged sitting and use of telephone and video data terminals, and frequent contact with employees and the public.

Job Duties

E = Essential, M = Marginal

30% **E Operations Management:**
Provides supervision and oversight of all operational workflows in OHWD, including contracts, procurements, human resources, communications, budgets, accounting, and project management. Oversees OHWD's coordination with program managers, supervisors, and executive management as it relates to all operational needs. Act as liaison to other Offices in HCAI, including Administrative Services and Information Services, to ensure timely processing of OHWD's operational needs. Oversee the development of an OHWD operations toolkit for managers and staff, including reference guides and process documents for frequent operational workflows. Deliver expert consultative guidance to managers and leadership on optimizing operational and administrative functions, ensuring strategic alignment and organizational efficiency. Oversee the development of operational tracking and reporting tools to monitor program operations holistically and strategically. Partner with OHWD managers to make resource

allocation recommendations to HCAI leadership to maximize the effectiveness of project and program resources.

- 25% E **Portfolio Strategy and Communications:**
Oversee the OHWD Project Management Office (PMO) and Communications team. Oversee HCAI staff and contractors responsible for project management and implementation of OHWD special projects and initiatives. Oversee internal and external communications, including the materials and logistics for OHWD webinars, the SharePoint site, the OHWD internet site, the CA Health Workforce Education and Training Council, and staff meetings. Develop comprehensive and readily accessible project management reporting tools to update HCAI leadership on project status. Partner with other Offices in HCAI to ensure that PMO needs are being met, including project budgets, communications, and software development components.
- Oversee the management of all project-related contracts. Lead the development and implementation of the OHWD operational plan in partnership with OHWD managers and staff. Conduct periodic reviews of the OHWD operational plan to ensure ongoing effectiveness and alignment with the HCAI strategic plan.
- 25% E **Fiscal Operations:**
Lead the development and implementation of policies and strategies to secure and manage fiscal resources in alignment with the division's strategic plan and objectives. Oversee the division's annual budget, encompassing all administrative expenditures tied to the governance and execution of more than 50 distinct grant programs. Additional duties include supporting OHWD's financial integrity, accountability, and transparency, as well as safeguarding state assets. This includes providing leadership and program partners with technical financial assistance, analysis, and consultation, which will be used to promote healthy financial management in accordance with federal and state law.
- 15% E **Administrative Management:**
Provide guidance and direction to subordinate managers and other OHWD management in the areas of work performance, coaching, mentoring, and identifying training opportunities for performance improvement and job satisfaction. Ensure performance management procedures are followed by management and staff evaluations are prepared and discussed with staff in a timely and meaningful manner. Ensure compliance with Bargaining Unit agreements, hiring practices, policies, and procedures. Ensure the effectiveness of staff communication, continuous learning, and development strategies.
- 5% M Performs other job-related duties as required to fulfill the HCAI mission, goals, and objectives. Additional duties may include, but are not limited to, assisting where needed within OHWD, which may include special assignments at the Assistant Deputy Director's request.

Other Expectations

- Demonstrate the management of contracts, procurements, human resources, communications, budgets, accounting, and project management

- Demonstrate the ability to lead, coach, and mentor teams, with the ability to perform effectively under pressure, manage multiple tasks, and adapt to shifting priorities while ensuring accurate and timely completion of work.
- Demonstrate strong interpersonal and communication skills, with the ability to communicate with tact and professionalism across all levels of departmental staff.
- Demonstrate skills in researching, analyzing, and synthesizing complex information to convey key insights clearly and concisely to diverse audiences.
- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI's Mission, Vision, and Goals.
- Demonstrate a commitment to HCAI's Core Values and Guiding Principles.
- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date