

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Staff Services Manager I

POSITION NUMBER:

800-462-4800-003

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

HHD / PPQA

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

Program Policy Bureau / Home Safe Policy Unit

SUPERVISOR'S NAME:

Morgan Dixon

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

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.

The Staff Services Manager I (SSM I) will directly supervise three Associate Governmental Program Analysts.

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 Housing and Homelessness Division (HHD) works with stakeholders to integrate social services with housing support services; share best practice and creative solutions to address homelessness; increase access to benefits and client-centered services; and ensure any instance of homelessness is rare, brief, and non-recurring. HHD is responsible for the development, implementation, and evaluation of statewide policies and procedures related to CDSS programs pertaining to homeless prevention, housing support, and mitigation of homelessness.

CONCEPT OF POSITION:

Under the direction of the Staff Services Manager II (SSM II), the Staff Services Manager I (SSM I) manages staff responsible for program and policy development, grantee oversight and technical assistance pertaining to housing support and homelessness prevention programs operated by county and tribal health and human service agencies.

A. RESPONSIBILITIES OF POSITION:

30% Oversees the development and dissemination of implementation guidelines and best practices for various housing and homeless assistance programs. Provides guidance and direction to staff to become housing and homelessness assistance subject matter experts in order to provide ongoing technical assistance to a variety of stakeholders and partners. Is a resource to internal and external stakeholders on housing and homelessness strategy, policy and programming and answers questions from staff, other divisions, CDSS executive management, and external entities. Oversees overall program design, coordination and implementation and facilitates internal meetings and county and tribal trainings pertaining to housing and homeless assistance. Attends and participates in housing and homelessness-related work groups, conferences and trainings, as necessary for continued development.

30% Plans, organizes, directs, and evaluates the work of staff responsible for housing and homeless assistance programs. Reviews and approves staff work, including program and policy analysis as well as written guidance such as bill analyses, All County Letters, All County Information Notices, program regulations, and similar documents.

20%: Reviews and analyzes quantitative and qualitative data to evaluate programmatic implementation, trends, outcomes and expenditures. Uses data to inform program guidance, continuous quality improvement and technical assistance plans. Partners with external entities for broader program evaluations. Assists in the creation and revision of programmatic data reporting forms.

10% Develops strategy for and oversees plan and execution of the review, approval and dissemination of housing and homelessness mitigation program funds in a timely manner. Upon approval of program funding by the Legislature, coordinates the process, including stakeholder engagement, and approves letters soliciting program proposals and proposal updates. Responsible for ensuring the review and evaluation of program proposals is completed timely and makes recommendations for program allocations.

10% Oversees other branch projects as needed, including but not limited to supporting the training of branch staff on housing and homelessness assistance and prevention or other policy areas as appropriate. Serves as backup to the Staff Services Manager II when needed to discuss highly complex statewide policy development and program outcomes.

B. SUPERVISION RECEIVED:

The SSM I reports directly to and receives general direction from the Staff Services Manager II.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM I is expected to effectively communicate with county and tribal representatives, external housing entities, and all levels of CDSS management, including executives.

D. PERSONAL CONTACTS:

The SSM I routinely interacts with CDSS executives and management staff. In addition, the SSM I is responsible for coordinating with various stakeholders in work related to housing and homelessness assistance and prevention programs. The SSM I has frequent interaction with staff from other state departments, county human service agencies, the County Welfare Directors Association (CWDA), and other external entities.

E. ACTIONS AND CONSEQUENCES:

This position is responsible for the oversight, tracking and monitoring of housing and homelessness assistance and prevention program performance and expenditures at the grantee level. Failure to exercise adequate oversight may result in poor program performance, poor outcomes of significant statewide investments, and homeless individuals or families not receiving critical services. These programs have high legislative interest and visibility.

F. OTHER INFORMATION:

Experience in coordinating with multiple agencies as well as developing new and innovative statewide programs related to housing and homelessness prevention is highly desirable. Knowledge of the CalWORKs program, Child Welfare Services, and various disability benefits programs, including the Supplemental Security Income/State Supplementary Program for the Aged, Blind and Disabled (SSI/SSP), Social Security Disability Insurance (SSDI), the Cash Assistance Program for Immigrants (CAPI), and other housing and homeless prevention programs is also desirable. The SSM II must be flexible, have good interpersonal skills, strong communication skills, be able to work under pressure, and be capable of working independently. Some travel may be required.