

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Manager I (Specialist)

POSITION NUMBER:

800-691-4800-011

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

Administration/Human Resource Services Branch

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

Personnel Bureau/Performance Management Unit

SUPERVISOR'S NAME:

Trisha Van de Wyngard

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 LeaderFOR 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: N/A

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

3 – Associate Personnel Analysts

2 – Staff Services Analysts

MISSION OF ORGANIZATIONAL UNIT:

The California Department of Social Services (CDSS) employees are our most important resource in serving California's needy and vulnerable children and families. We partner with our employees, our managers, and supervisors to select, hire, develop, and maintain the best professional workforce in state service

CONCEPT OF POSITION:

Under the general direction and guidance of the Staff Services Manager II (SSM II), in the Performance Management Unit (PMU), within the Personnel Bureau of the Human Resource Services Branch (HRSB), the Staff Services Manager I (SSM I) (Specialist) will provide detailed advice and technical guidance to managers and supervisors regarding the most complex and sensitive personnel issues, personnel policy, employee performance management, progressive discipline, and non-punitive actions.

The SSM I (Specialist) will be expected to serve and cultivate a team environment to help accomplish the Department's goals and mission. The SSM I (Specialist) will play a vital role in the state personnel management program and is required to complete a variety of activities necessary to ensure the effectiveness of PMU.

A. RESPONSIBILITIES OF POSITION:

Essential Functions

- 40% Serves as a subject matter expert and consultant to management regarding all aspects of performance management and employee discipline. Provides guidance on the most difficult and complex employee discipline and conduct, employment laws and rules, and departmental policies. Develops action plans and tools related to personnel management methodologies for management that are compliant with the three-phased system of discipline. Assists managers and supervisors on appropriate implementation of these tools and methods throughout the full discipline process. Advises and assists PMU staff in the preparation and drafting of counseling and corrective correspondence to employees, such as counseling and corrective memoranda and performance evaluations. Works closely with the Labor Relations Bureau (LRB), the Equal Employment Opportunity (EEO) Office, Personnel Legal, Workers' Compensation, and/or the Benefits Unit to provide consultation to management and formulate preventative measures related to employee discipline.
- 25% Reviews, evaluates and provides guidance to program management regarding the most difficult and complex personnel actions, which include rejections during probation and formal adverse actions that are to be filed in accordance with State Personnel Board (SPB), CalHR rules, laws, regulations, and applicable bargaining unit contracts. Independently prepares and authors complete adverse action and rejections during probation packages. Conducts complete analysis and partners with Personnel Legal to provide recommendations on appropriate level of formal adverse action which is supported by clear and convincing evidence; consults with Personnel Legal in the finalization of rejections during probation and adverse actions and ensures actions are in compliance with the strict timelines related to disciplinary or administrative actions (e.g., mailing dates, employee's Skelly rights, mandatory rights). Works closely with Personnel Legal to establish appropriate and consistent penalties for all adverse and administrative actions. May serve as the department's personnel representative at Skelly Hearings and State Personnel Board Hearings.
- 25% Reviews, evaluates, and provides guidance to program management regarding non-punitive actions and dismissals for failure to meet the requirements for continuing employment. As a lead expert consultant, meets with program managers and supervisors to discuss and provide recommendations. Consults and partners with Personnel Legal in the decision and finalization of non-punitive actions. Consults with program management related to provide expert guidance and recommendations to employee attendance concerns and AWOL issues. Drafts the Notice of AWOL Separation, recommends, and consults with HRSB management and Personnel Legal on the need for the AWOL separation, and ensures service of the Notice of AWOL Separation. May serve as the personnel representative at Coleman Hearings.
- 5% Develops new and streamlined procedures and processes relating to a variety of personnel issues and makes recommendations and revisions as appropriate; develops and administers training programs on personnel management, progressive discipline, and FMLA. Advises the SSM II of any complex or sensitive issues which may warrant management involvement.

Non-Essential Functions

- 5% Oversees the data entry into PMU centralized employee discipline database in order to accurately track track consultations with supervisors and managers, counseling memos, adverse actions, hearing activities; develop, create, and maintain a tracking system of all stipulated agreements for easier reference, reviews work product, monitors adherence to timelines, provides progress reports, and other special projects as needed.

B. SUPERVISION RECEIVED:

The incumbent receives general administrative direction from the SSM II. The incumbent is required to exercise considerable leadership, independence, initiative, and resourcefulness to carry out the responsibilities of the position.

The SSM I (Specialist) will work very closely with the SSM II and other HRSB team members. It is the SSM I's responsibility to keep the manager (and other staff, as needed) appropriately informed of issues, problems, trends, activities, and progress on assignments by discussion, meeting, written memoranda, e-mail messages, or status reports. The work must be accurate, complete, timely, and in accord with CalHR and SPB rules and guidelines. Confidentiality and security must be maintained.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM I (Specialist) is responsible for providing advice, assistance, and support to the Human Resource Services Branch and Departmental management related to Performance Management and the progressive discipline process.

D. PERSONAL CONTACTS:

The incumbent has frequent contact with Departmental staff at all levels, as well as staff from other state departments. Occasional travel to field offices may be required.

The SSM I (Specialist) will develop and maintain good working relationships with all levels of staff and Division clients and confer with all levels of management and staff, employee representatives, Personnel Legal attorneys, EEO, LRB, SPB, and CalHR staff. The SSM I (Specialist) will promptly and accurately respond to internal and external clients regarding personnel management issues and demonstrate a positive attitude and a commitment to provide quality service that is accurate and timely.

E. ACTIONS AND CONSEQUENCES:

Mismanagement results in customer dissatisfaction, case backlogs, missed opportunities to resolve sensitive issues at the lowest possible level, and litigation.

Errors in judgment can result in complaints, grievances, unfair labor practice charges, considerable financial expenses, and low employee morale. Incorrect advice by the SSM I (Specialist) in the field of personnel management can also result in the loss of management flexibility to address issues and negatively impact management's operation of its program as well as cost considerable financial expenses to the Department. This could also result in a loss of management's confidence in the progressive and disciplinary processes. Inefficient and ineffective disciplinary and non-punitive actions filed by the Department could result in Administrative Law Judges overruling such actions and generate civil actions by employees and severe financial liability to the state. Poor performance by the SSM I (Specialist) may also consequently affect CDSS' ability to pursue effective negotiations with labor unions or employee representatives concerning resolution of disciplinary and non-punitive actions and diminish the Department's reputation with SPB and CalHR. As such, the SSM I (Specialist) is responsible for effectively communicating appropriate personnel information and recommendations to program managers and supervisors.

The SSM I (Specialist) is responsible for complying with the Information Practices Act by protecting Departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect Departmental employee's confidential information may damage CDSS' reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

F. OTHER INFORMATION:

Desirable Qualifications:

Knowledge and/or experience in the state's personnel process, including classification and pay, transactions, Departmental policies, and procedures, etc. Excellent customer service skills. Strong writing skills and the ability to communicate with all levels of staff, including executives. Ability to exercise good judgment and display sound decision-making skills is essential. Some travel may be required.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of: Applying principles and practices of public personnel management; various civil service laws, rules, procedures, regulations, and federal guidelines; FMLA, CFRA, CDSS EEO objectives; terms and conditions of various bargaining unit contracts; research and data collection techniques; communication techniques for gathering, evaluating, and transmitting information; proper punctuation, grammar, the meaning and spelling of words, pronunciation of words, and rules of composition in order to effectively communicate, in writing and verbally, to others.

Ability to: Apply principles and practices of public personnel management; perform research in various personnel fields; independently use reference material to read, analyze, and logically interpret and apply appropriate laws, rules, regulations, bargaining unit contracts, policies, procedures, and instructions; analyze and solve difficult technical personnel problems, situations, and develop and evaluate alternative personnel management solutions to meet program objectives and goals; accurately secure, evaluate, analyze, and record facts; prepare clear and succinct reports, graphs, correspondence, and statistical reports; comprehend written material; communicate effectively, verbally and/or in writing, consult and advise interested parties, use good judgment and make sound decisions in critical situations; ability to maintain a high degree of confidentiality regarding sensitive personnel matters; establish and maintain cooperative and effective relationships and gain confidence with those contacted in the work environment; work effectively in a team environment or independently; and handle stressful and/or sensitive situations with tact and diplomacy.

INTERPERSONAL SKILLS

- Excellent oral and communication skills.
- Receive and follow verbal/written direction from supervisors.
- Positive attitude, open-mindedness, flexibility, and tact.
- Ability to recognize and protect confidential information.
- Ability to communicate effectively with individuals with varied perspectives, backgrounds, and experiences.
- Gain, as well as give, confidence and trust of others.

ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.

PERSONAL CHARACTERISTICS

- Ability to assume and demonstrate independent responsibility for decisions and actions having broad implications on various aspects of personnel management.
- Focus on attention to detail and follow through.
- Possess the general qualifications of integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.