

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Manager I

POSITION NUMBER:

800-613-4800-xxx

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

Executive / Disaster Services Branch

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

Recovery Operations and Program Support Bureau/Individual Assistance Program Unit

SUPERVISOR'S NAME:

Tracey Smith

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.

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 DSB is to serve, aid, and protect individuals and families affected by disasters and emergencies by supporting local government to provide excellent training, preparedness, response, and recovery services for mass care and shelter activities while promoting an environment of inclusivity and equity.

CONCEPT OF POSITION:

Under the general direction of the Staff Services Manager II (SSM II), Bureau Chief, Recovery Operations and Program Support Bureau, Staff Services Manager I (SSM I) is responsible for directing and managing the Individual Assistance Programs (IAP) Unit. Specifically, the SSM I plans, organizes, and makes administrative decisions based on the policies and procedures of the State, CDSS, and the federal programs of the Disaster Case Management Program (DCMP), Immediate Services Program (ISP), future federal Individual Assistance programs, and the State Supplemental Grant Program (SSGP). Directs all aspects of the DCMP and ISP, including performing program management analysis, budgeting, and program award closeouts. In addition, the SSM I plans activities, develops policies, and sets goals for the unit and manages Individual Assistance Programs related to presidentially-declared disasters including Individual Assistance and the California SSGP.

A. RESPONSIBILITIES OF POSITION:

30% DCMP, ISP, and SSGP Programs: Serves as the State's primary point of contact for DCMP and ISP, which are federally-funded programs awarded through the Department of Homeland Security's Federal Emergency Management Agency (FEMA), and is also responsible for the California state-funded SSGP. Oversees a community approach through non-profit organizations, Management and Provider Agencies. Promotes and oversees the effective delivery of post-disaster case management services. Oversees the grant administration for DCMP and ISP funding and ensures technical assistance are provided to disaster survivors, specifically, the federal DCM and ISP Grants. Coordinates a network of county representatives and NGOs to allow access to critical and comprehensive human services for survivors in the impacted communities. Maintains close contact with the Management and Provider Agencies. Works directly with the Management Agency leads and conducts quarterly site visits with the Provider Agencies for programmatic and financial review as outlined in the contracts. Works closely with Disaster Services Branch (DSB) staff to maintain administrative control and monitor DCMP and ISP Management and Provider Agencies progress toward fulfilling the tasks outlined in the contract scope of work, including data collection and security processes, reporting procedures, project completion progress and other contract requirements of each agency. Coordinates frequently with internal and external stakeholder to ensure quality program implementation and the overall reporting requirements are met, as well as the completion of evaluations of the Management and Provider Agencies as outlined in the contracts.

25% Evaluation of DCMP and ISP Programs: Manages and evaluates the implementation of DCMP and ISP and identifies program deficiencies. Makes recommendations on a broad spectrum of administrative and program-related problems related to the DCMP and ISP. Works closely with the Management and Provider Agencies to address performance deficiencies. Determines the most effective resolution of a broad range of governmental, supervisory, and managerial problems. Formulates procedures and implements program alternatives, in order to take appropriate action to correct the deficiencies. Formulates program policies and leads the development of standard operating procedures. Conducts regulars monitoring visits to ensure contract and program requirements are met.

25% SSGP and DSB Administration: Works closely with Disaster Services Branch (DSB) staff to maintain administrative control and monitor SSGP grant awards, including data collection and security processes, reporting procedures, and project completion progress. Coordinates with DSB staff and the DSB Disaster Volunteer Unit to coordinate staffing at the Disaster Recovery Centers (DRC) and Local Assistance Centers (LAC), as well as development, review, and distribution of DCMP, ISP, SSGP, and CDSS information materials.

15% Supervisory: Supervise the development of work plans, staffing patterns, and work assignments. Monitor program deadlines and review final products. Maintain goals and objectives in support of the Bureau, Branch, Division, and Departmental policies and goals. Organize and coordinate the Unit and allocate resources effectively to accomplish objectives in accordance with sound management principles. Facilitate in-person and virtual updates and check-in meetings with Unit and staff. Provide regular and timely written performance appraisals. Counsel staff and initiate disciplinary actions as necessary. Recruit, hire, train, develop, and provide leadership to staff. Adhere to Department's policies and procedures, submit timely and accurate administrative requests including leave, overtime, travel, and training.

5% Other Duties: Perform other related duties to support the DSB, including activations or deployment to other worksites.

B. SUPERVISION RECEIVED:

The SSM I reports directly to and receives the majority of assignments from the Staff Services Manager II, Recovery Operations and Program Support Bureau, however, direction and assignments may come from the Deputy Chief and the Chief of DSB.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM I performs the full range of supervisory and management duties, include, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports, annual performance appraisals, and individual development plans; monitor employee performance and if necessary, utilize progressive discipline principles procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative request including leave, overtime, travel, and training.

D. PERSONAL CONTACTS:

The SSM I will have frequent contact with the DSB Chief and Deputy Chief to control and report on the activities and policies of the Unit. Additionally, the SSM I may represent the Department by discussing, analyzing, and resolving highly critical and sensitive emergency recovery issues with internal and external partners, including CDSS Budget Division, CDSS Contracts Unit, CDSS Legal Office, Governor's Office of Emergency Services, (Cal OES), FEMA, and non-governmental organizations.

E. ACTIONS AND CONSEQUENCES:

The SSM I must exercise good judgment in making decisions affecting all aspects of the Unit. Poor judgment and decisions can adversely impact the Unit's morale and effectiveness, jeopardize grant awards, damage the policy making processes, and diminish the Department's ability to meet federal and state mandates. This could result in statewide impacts, including, but not limited to, the loss of state and federal funding, unfavorable audit findings, and health and safety concerns. Failure to maintain and execute emergency and disaster plans may impact the ability to provide care and shelter to persons displaced from their dwellings by natural or man-made emergencies and disasters. These failures may lead to circumstances detrimental to the health and safety of California's public.

F. OTHER INFORMATION:

The SSM I must have the ability to be organized; communicate effectively, both orally and in writing; and perform in extremely stressful situations with tact and professionalism. The SSM I may be required to be on call in the event of an emergency and must be able to respond to a disaster assignment on short notice, travel and participate in disaster related work; monitor state issued cell phone and respond to email and phone calls sometimes outside of core work hours, including holidays; work irregular hours and overtime; work at locations other than the official duty station; and perform other related duties that are not specified in the duty statement.