

**DUTY STATEMENT**  
DSH3002 (Rev. 01/2020)



California Department of  
**State Hospitals**

*Box reserved for Personnel Section*

	<b>RPA #</b>	<b>Position Control Approval: cm</b>	<b>Date:</b> 10/7/2025
<b>Employee Name</b>	<b>Division</b> Hospital Administration		
<b>Position No / Agency-Unit-Class-Serial</b> 455-545-4801-001	<b>Unit</b> Procurement		
<b>Class Title</b> Staff Services Manager II (Supervisory)	<b>Location</b> Atascadero State Hospital		
<b>Subject to Conflict of Interest</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>CBID</b> S01	<b>Work Week Group</b> E	<b>Class Ranges</b> N/A

**MAJOR TASKS, DUTIES, AND RESPONSIBILITIES**

This position is directly responsible for all management functions concerning the development of Non-IT goods purchases and services contracts in support of the Hospitals programs, special projects, public work contracts, capital outlay projects, and administrative support. The Staff Services Manager (SSM) II is responsible for knowledge of and adherence to relevant State and Federal laws, and the Department of State Hospitals (DSH) policies, directives, and procedures. This position is additionally responsible for interpreting and analyzing Public Contract Code (PCC) and control agency rules and regulations as they apply to State contracting and budgeting. The SSM II is expected to manage the workload of the subordinate supervisor and staff who independently perform the more difficult and complex analytical work, especially in analyzing laws and regulations, developing policies and procedures, reviewing legislation, and making recommendations to management.

30%	<p><b>Directly responsible for all management functions concerning the development of Non-IT goods purchases and service contracts.</b> Oversee the daily production and development of all Non-IT services contracts, ensuring compliance with federal and state laws and policies. Responsible for the support of all Department programs with respect to Non-IT procurements, ensuring final work products are in compliance with all applicable Government Codes and manuals governing Non-IT good and services acquisitions. Collaborate regularly with internal programs to achieve Departmental goals through the execution of Non-IT procurements and use of the Procurement Card (P-Card). Oversee the bidding process, ensuring confidentiality and unbiased awards. Resolve purchasing challenges through interaction with the Department of General Services (DGS) Procurement Division, and any other control agencies. <b>Direct and advise in all phases of acquisitions ensuring efficient and cost-effective methods are legal and objective and in compliance with the State Administrative Manual (SAM), Public Contracting Code (PCC), State Contracting Manual (SCM), and purchasing authority.</b> Interpret and apply the State Disabled Veteran Business Enterprise (DVBE) and Small Business (SB) requirements. Monitor acquisitions and review the work of staff and SSM I to ensure accuracy. Alert Departmental management to delays. <b>Collaborate and provide technical support with Departmental program managers for the Non-IT procurements and P-Card processes.</b> Represent the Procurement Department in the development of large and/or high-profile Non-IT</p>
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	<p>purchases and other special projects. Brief and provide counsel to Executive staff on sensitive procurement matters. Update management regarding acquisitions related to FI\$Cal and other Statewide requirements. Maintain effective working relationships with those in the Department and other state agencies as well as with the County, Federal, and representatives from private industry.</p>
25%	<p><b>Directly supervise one SSM I and rank-and-file staff.</b> Ensure the timely hire of new staff, complete probation reports on time, address unacceptable performance immediately, and when improvement is needed – identify, document, and track staff performance or non-performance. Undergo the adverse process when required. <b>Ensure staff are thoroughly trained through the California Procurement and Contracting Academy (CAL PCA) at the Department of General Services (DGS) and other required training.</b> Training includes but is not limited to formal and informal training to develop staff's technical skills and knowledge as well as ensuring direct reports at the level of SSM I understand topics related to supporting staff as it relates to approving sick leave and vacation, appropriate onboarding procedures and employee benefits. Mentor SSM I daily ensuring they operate independently, can work collaboratively with department managers and above, submit completed staff work, and creatively address Non-IT goods purchase, P-Card use, special projects, and administrative support challenges. Coach and mentor staff regarding best practices. Identify appropriate long-range plans and goals to address succession planning and knowledge transfer. <b>Foster team building and cooperative working relationships amongst staff as well as other units.</b> Submit administrative requests including leave, travel, and training in a timely and appropriate manner; accurately report time and submit timesheets by the due date.</p>
20%	<p><b>Responsible for the development, implementation, and continuous improvement of all Departmental policies related to Non-IT procurement and P-Card matters, to ensure compliance with state and federal requirements, and provide guidance and consultation to all Departmental program managers concerning legislation, regulations, and policies related to non-IT procurements and P-Card.</b> Stay current with new or pending legislation or new control agency policy affecting Non-IT procurement; develop and delivery solutions and action plans. Identify existing or develop and provide training to program organizations.</p> <p>COMPLIANCE WITH LEGAL MANDATES, LICENSING REGULATIONS AND ACCREDITATION STANDARDS WHICH GOVERN HOSPITAL OPERATIONS.</p> <p>Maintain hospital Department of Health Services and Joint Commission on Accreditation of Healthcare Organizations (JCAHO) accreditation activities through ongoing standards compliance activities, successful on-site surveys, and appropriate survey follow-up. Develop Plan of Corrections in response to deficiencies found by external review agencies and ensure the implementation of said Plan.</p> <p>STRATEGIC PLANNING/PERFORMANCE IMPROVEMENT / LEADERSHIP</p>

	Responsible for carrying out assigned hospital objectives as identified in the Facility Plan and to report quarterly. Support the hospital's Continuous Quality Improvement Program through membership in assigned Process Management and Quality Action teams. Require and utilize objective outcome measures to evaluate and improve services.
15%	Respond to audits and questions from the Department of Finance (DOF) and Department of General Services (DGS) and implement corrective action plans as well as provide expert advice and guidance for staff and Department program managers. Collaborate with the Procurement & Contracts Services Section (PCSS) in response to DGS audits and internal compliance reviews. Coordinates with both the Department of State Hospitals – Sacramento and DSH-A litigation coordinators to ensure accurate and timely response to Public Records Act (PRA) requests. Coordinate requests from outside agencies/departments and control agencies and provide fiscal and acquisition information to hospital administration and the Exec team. Problem solve and provide recommendations to PCSS in Sacramento, participate in the Procurement & Contracts Governance Board and sub-committees as applicable, and participate in statewide procurement solution conversations. Assist in the development and provision of yearly reports due to control agencies.
10%	Provide status reports and briefings to the Assistant Hospital Administrator on all areas related to the Department. Serve as the backup to the Assistant Hospital Administrator in their absence and support, work as a team with other managers, and work on special projects.
Other Information	<p><b>Supervision Received:</b> Assistant Hospital Administrator</p> <p><b>Supervision Exercised:</b> Supervise (1.0) Staff Services Manager I, (5.0) Associate Governmental Program Analysts, and (1.0) Office Technician – Typing.</p> <p><b>KNOWLEDGE AND ABILITIES:</b></p> <p>KNOWLEDGE OF: English grammar and punctuation. Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.</p>

	<p><b>ABILITY TO:</b> Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives. Analyze situations and problems accurately and take an effective course of action. Effectively contribute to the department's affirmative action objectives.</p> <p><b>REQUIRED COMPETENCIES</b></p> <p><b>ANNUAL HEALTH REVIEW</b> All employees are required to have an annual health review and TB test or whatever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.</p> <p><b>INFECTION CONTROL</b> Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.</p> <p><b>SAFETY</b> Actively supports a safe and hazard free workplace through practice of personal safety vigilance in the identification of safety or security hazards.</p> <p><b>CPR</b> Maintain current certification as indicated by local facility.</p> <p><b>THERAPEUTIC STRATEGIES AND INTERVENTIONS</b> Applies and demonstrates knowledge of correct methods in the management of assaultive behavior as taught in Therapeutic Strategies and Interventions (TSI).</p> <p><b>DIVERSITY, EQUITY, AND INCLUSION</b> Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.</p> <p><b>PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION</b> Maintain and safeguard the privacy and security of patient's protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPPA and all other applicable privacy laws.</p> <p><b>THERAPEUTIC RELATIONSHIPS / RELATIONSHIP SECURITY</b></p>
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	<p>Demonstrate professional interactions with patients and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.</p> <p><b>SITE SPECIFIC COMPETENCIES</b>  Basic knowledge of Procurement Department policies, laws, rules and regulation. Specific knowledge of State and Hospital policies, laws, rules and regulation as related to procurement of goods, equipment and services.</p> <p><b>TECHNICAL COMPETENCIES</b>  Knowledge and expertise of Access, Excel, Word, Adobe, Outlook, Microsoft computer operating programs. Knowledge of FI\$Cal. Ability to operate 10-key.</p> <p><b>LICENSE OR CERTIFICATION</b>  N/A</p> <p><b>TRAINING CATEGORY - 4</b>  The employee is required to keep current with the completion of all required training.</p> <p>The employee is required to complete mandated leadership training and development curriculum for CEAs, managers, and supervisors upon initial appointment as outlined in Government Code Section 19995.4.</p> <p>The employee is required to complete Ethics Training Pursuant to Assembly Bill 3022 and Government Code 11146.4. The Political Reform Act requires employees who serve in this position to file a Statement of Economic Interest (Form 700) as designated in the department's conflict- of-interest code.</p> <p><b>PHYSICAL DEMANDS – See attached</b></p> <p><b>WORKING CONDITIONS:</b>  Report to work on time and follow procedures for reporting absences. Maintain a professional appearance. Appropriately maintain cooperative, professional, and effective interactions with employees, individuals, and the public.  The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital.</p>
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	<p>I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).</p> <p>_____ Employee Signature</p> <p>_____ Date</p>
	<p>I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.</p> <p>_____ Supervisor's Signature</p> <p>_____ Date</p> <p>_____ Reviewing Supervisor's Signature</p> <p>_____ Date</p>

**Physical Requirements of Position**  
**Staff Services Manager II (4801) Procurement**

Activity	Never/Rarely < 5 min.	Infrequently 5-30 min.	Occasionally 31 min.-2.5 hrs.	Frequently 2.5-5.0 hrs.	Constantly > 5 hrs.	Comments
Interacting/communicating: Face-to-face with public	X					
By phone with public		X				
With inmates, patients, or clients	X					
With co-workers				X		
Supervising staff					X	
Lifting/Carrying						
0 - 10 lbs.		X				
11 - 25 lbs.		X				
26 - 50 lbs.	X					
51 - 75 lbs.	X					
76 - 100 lbs.	X					
100 + lbs.	X					
Sitting					X	
Standing			X			
Walking		X				
Running	X					
Crawling	X					
Kneeling	X					
Climbing	X					
Squatting	X					
Bending (neck)			X			
Bending (waist)		X				
Twisting (neck)			X			
Twisting (waist)		X				
Reaching (above shoulder)		X				
Reaching (below shoulder)		X				
Pushing & Pulling		X				
Power Grasping	X					
Handling (holding, light grasping)			X			
Fine fingering (pinching, picking)		X				
Computer use (keyboard, mouse)					X	
Walking on uneven ground		X				
Driving	X					
Operating hazardous machinery	X					
Exposure to excessive noise	X					
Exposure to extreme temp.	X					
Exposure to dust, gas, fumes, or chemicals	X					
Working at heights	X					