

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant (proposed)

CLASSIFICATION:

Associate Governmental Program Analyst

POSITION NUMBER:

519-5393-xxx

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

Children and Family Services Division

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

QCRSB/Case Review Training Support Unit

SUPERVISOR'S NAME:

Julie Cockerton

SUPERVISOR'S CLASS:

Staff Services Manager I

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)

- Fingerprint clearance required

- In-State travel required

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:

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

The AGPA may be required to act in a lead capacity with other analysts.

MISSION OF ORGANIZATIONAL UNIT:

To protect children who are at risk, safeguard the rights of those who receive Child Welfare Services (CWS) and maintain the integrity of families by assisting and supporting counties' compliance with uniform implementation of laws and regulations governing the provisions of Child Welfare Services.

CONCEPT OF POSITION:

Under the general direction of the Staff Services Manager I (SSM I) or higher, the Associate Governmental Program Analyst (AGPA) provides complex technical support and research to assist with Federal and State data reporting and oversight of California's child welfare system. The AGPA manages contracts for case review services, conducts quality assurance activities, and completes case reviews for counties contracting with CDSS. Responsibilities also include facilitating meetings with counties, Tribes, and stakeholders, analyzing data to support continuous quality improvement, and contributing to the development and delivery of training to address identified needs. The AGPA may also present findings, updates, or training content to large audiences at conferences, webinars or other forums.

A. RESPONSIBILITIES OF POSITION:

30% Develops and implements policies and procedures for the administration of CFSR Case Review reviewer certification, training, and quality assurance (QA) certification. Provides technical assistance to senior-level staff and county executives (e.g., Agency Directors, Deputy Directors, Tribes, etc.) to support consistent implementation of case review processes. Facilitates statewide implementation of policies and procedures for conducting CFSR Case Reviews. Utilizes data analysis to identify trends, and support continuous quality improvement processes at both county and state levels to inform decision-making. Presents findings, policy updates, and training content to large audiences through webinars, conferences, and stakeholder meetings. Maintains and updates desk manuals and resource materials and prepares reports and recommendations for leadership.

35% Acts as a technical expert on California's qualitative case review for child welfare. Solicits feedback and provides technical assistance to county staff via phone, email or in person regarding complex quality assurance process related to system data, rating of individual items, and input of information into the Online Monitoring System (OMS); analyzes the accuracy of data input by county staff in the OMS against CDSS reports and findings and makes updates as necessary. Independently reviews Child Welfare Services/Case Management System (CWS/CMS), external databases, county case files, interviews key case participants (i.e., youth, bio parents, adoptive parents, resource families, social workers, etc.) for CFSR case reviews on behalf of counties that contract with CDSS for case review services. Identify systemic issues/patterns of CWS programs and/or practice and discusses with management regarding counties' adherence to federal and state policies. Ensures data collected is accurate by undergoing a quality assurance process consisting of review of the Onsite Review Instrument and Instructions (OSRI) tool by peers and/or management. May also be required to contribute to the Federal Child and Family Services Review (CFSR) process by participating in planning meetings with Federal and State staff, drafting letters, reports, and other documents indicating CFSR progress.

10% Collaborate throughout the division to gather and provide information CFSR Case Review related topics and data. This includes leading and facilitating work groups involving key stakeholders as well as consolidating information and developing recommendations for consideration. Research and extract data from the Online Monitoring System (OMS), Child Welfare Services/Case Management System (CWS/CMS), internal databases, and public sources to evaluate practice at the local level. Responsible for developing and inputting data into complex spreadsheets and using data to inform decision making. Develop and draft sensitive, complex, and high-level documents (planning documents, confidential draft proposals, etc.) to assist management and executive staff to use during legislative hearings. Create and draft high-level justifications and issue papers for the directorate. Participate in briefings for CDSS executive staff regarding issues raised and makes recommendations for departmental action.

10% Represents the Department at meetings with executive, legal and other relative CDSS staff as well as external stakeholders to discuss CFSR reviews, data and findings related to the CFSR. Prepares talking points and handouts related to, but not limited to, the CWS program, monitoring/case record reviews, and training classes to update and present to staff at Unit, Bureau, Branch, and Division meetings. Develop and deliver presentations and recommendations at Division, Branch, Bureau or Unit meetings and county regional meetings. Ensures precise and detailed informational summaries are captured to deliver to management, along with proposed responses to unanswered questions. Prepares talking points and handouts related to, but not limited to, the CWS program, monitoring/case record reviews, and training classes to update and present to staff at Unit, Bureau, Branch, and Division meetings.

10% Independently respond to complex written and telephone inquiries from county staff, advocates, and the public regarding CWS. Prepare correspondence, memorandums, All-County Letters, All-County Information Notices, etc., as requested. Responsible for receiving and responding to concerns received through the CFSR Case Review inbox. Activities include answering phone calls, reviewing policies, evaluating data, drafting official correspondence, communicating and collaborating with internal and external stakeholders.

5% Other related duties as related to the Qualitative Case Review Support Bureau.

B. SUPERVISION RECEIVED:

The AGPA receives general supervision and direction from the SSM I or above. The AGPA is required to utilize his/her initiative in completing assignments.

C. ADMINISTRATIVE RESPONSIBILITY:

The AGPA may be responsible for managing contracts for case review services, completing case reviews and carrying out quality assurance activities on behalf of counties that contract with CDSS for case review services. Additionally, AGPA may be required to support case review training and logistical efforts and developing presentations for large audiences.

D. PERSONAL CONTACTS:

The AGPA interacts with all levels of CDSS Management staff, County welfare staff, probation, Tribes public and private agencies, the general public, Legislative Staff, academicians, researchers, and others as necessary.

E. ACTIONS AND CONSEQUENCES:

The AGPA exercises professional judgment in analyzing issues and making recommendations regarding case reviews and federal compliance. Flawed analysis or inaccurate technical assistance information may result in inadequate reporting to the federal government jeopardizing the ability to expend Title IV-B and Title IV-E funds for child welfare programs. In addition, faulty or incomplete analysis of division programs would result in inappropriate policy decisions impacting counties' provision of child welfare services or inefficient use of scarce and valuable resources.

OTHER INFORMATION:

Travel may be required up to 25% of the time.

Fingerprint clearance required.

COMPETENCIES

The ability to identify problems, and develop strategies to address problems; the ability to seek mutually acceptable solutions.

The ability to communicate orally and in writing in a well-organized, accurate, clear and concise manner.

The ability to utilize good interpersonal skills.

The ability to plan and manage assignments to complete within specified time frames.

The ability to maintain poise and flexibility while working in a time-sensitive, deadline-driven, results-oriented environment.