

State of California
DUTY STATEMENT



California Department of
State Hospitals

MSH3002 (Rev. 9/26/16)

RPA Control #	C&P Analyst Approval FA	Date 9.26.2023
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Employee Name		Division Department of State Hospitals		
Position No / Agency-Unit-Class-Serial		Unit DPS		
Class Title Staff Services Manager I		Location Metropolitan State Hospital		
SUBJECT TO CONFLICT OF INTEREST CODE ☐ Yes ☐ No	CBID S01	WORK WEEK GROUP E	PAY DIFFERENTIAL	WORKING HOURS 0800 - 1600

The Department of State Hospital's mission is to provide evaluation and treatment in a safe and responsible manner, and seek innovation and excellence in hospital operations, across a continuum of care and settings. You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the department to meet these goals and provide the highest level of service possible. Your efforts to treat others fairly with dignity and respect are important to everyone with whom you work.

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the direction of the Chief of Police or designee; the Staff Services Manager I model and instills the department's core values of integrity, accountability, collaboration, and participates as a member of the management team. The SSM I is responsible of direct supervision of two Associate Governmental Program Analysts, Staff Services Analyst, Management Services Technician, three Office Technician and indirect supervision of non-professional staff.

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
45%	ESSENTIAL FUNCTIONS (please no more than 45% per function) - The SSM I collaborates with the Chief of Police in efforts to makes decisions pertaining to the operations associated with of the Department of Police Services. The SSM I works in collaboration with other staff in Department of Police Services to ensure uniform procedures are compliant. The SSM I works with others to ensure compliance with department policies and procedures. - The SSM I is responsible to set goals, monitor staff performance measures and direct staff toward achieving the department's goals of workforce excellence and organizational effectiveness. - Acts as liaison and coordinator for Department of Protective Services (OPS) and Office of Law Enforcement Support (OLES), and all departments within Metropolitan
30%	- Set priorities, goals, objectives, and work assignments for subordinate Analyst Staff. - Ensure subordinates have the necessary tools, training, and resources to meet operation needs and provide timely and quality customer service. - Ensure compliance with laws, regulations with Department of Police Services. - Make recommendations as needed on changes to ensure compliance. - Attend and participate in various meetings relating to training, policy and procedural issues. Maintain and enhance knowledge of current criminal and administrative laws, rules, policies, programs and practices.

20%

- Direct ongoing review and staff activities to ensure adherence to applicable performance measures.
- Review, evaluate, and implement revisions to program policies and procedures.
- Assess program needs and recommend specific actions to facilitate organizational effectiveness and promote workforce excellence.
- Participate in management team discussions, review operational policies and procedures and analyze their effectiveness.

MARGINAL FUNCTIONS

5%

- All other duties as assigned.

Other
Information

SUPERVISION RECEIVED

- Under the direction of the Chief of Police or designee

SUPERVISION EXERCISED

- Directly supervises all clerical personnel for Department of Police Service and Office Special Investigations.

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Office organization and management principles and methods including office layout and organization, and modern methods of performing various kinds of clerical work and measuring work production; office materials, supplies, and modern equipment and ability to use them effectively; principles of personnel management and effective supervision; Department's Affirmative Action Program objectives; a manager's role in the affirmative action program and the processes available to meet affirmative action objectives.

ABILITY TO:

Read and write English at a level required for successful job performance; assist with public work contracts, assist in the monitoring of Web TMA, assure that Environment of Care is tracked for compliance and Plan of Corrections associated with Licensing and Joint Commission communicated to Standards and Compliance, keep accurate records and prepare reports; think and act quickly in emergencies.

REQUIRED COMPETENCIES

PHYSICAL

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

PHYSICAL

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized analytical work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

CPR

Maintains current certification.

SITE SPECIFIC COMPETENCIES

- Records Management System
- Lexipol
- Olympus-Audio/Dictation/Transcription Software

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- N/A

LICENSE OR CERTIFICATION

- Not applicable

TRAINING - Training Category = Type II General

The employee is required to keep current with the completion of all required training.

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PIH) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

WORKING CONDITIONS**EMPLOYEE IS REQUIRED TO:**

- Report to work on time and follow procedures for reporting absences;
 - Maintain a professional appearance;
 - Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
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- Comply with hospital policies and procedures.

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and can safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

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).

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor's Signature

Date