

State of California - Department of Social Services

DUTY STATEMENTEMPLOYEE NAME: **Vacant**

CLASSIFICATION: Staff Services Analyst (bilingual: ASL)	POSITION NUMBER: 042-5157-002
DIVISION/BRANCH/REGION: <i>(UNDERLINE ALL THAT APPLY)</i> Office of Equity / CARE Branch	BUREAU/SECTION/UNIT: <i>(UNDERLINE ALL THAT APPLY)</i> Operations Bureau / Interpretation Support Unit
SUPERVISOR'S NAME: Brandon Marin	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)*

Fingerprinting 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.

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Civil Rights, Accessibility, and Resource Equity (CARE) Branch is to provide state-level leadership and direction to ensure compliance with civil rights laws and to promote and foster policies and practices that ensure equitable access in alignment with the Department's equity goals. The Interpretation and Communication Access Section (ICAS) facilitates access to critical information and programs for people with disabilities, individuals who are Deaf, hard of hearing, and those who speak a primary language other than English. The ICAS is responsible for coordinating and administering communication access services (e.g., American Sign Language (ASL) and spoken language interpretation and captioning) contracts, as well as providing and facilitating equal communication access for individuals who are Deaf, hard of hearing, and those who speak a primary language other than English.

CONCEPT OF POSITION:

Under the direction of the Staff Services Manager II (SSM II), the incumbent, Staff Services Analyst, works with a collaborative team responsible for various activities associated with planning, developing and implementing of the Department's language and communication access services. This position will have access to peer support, yet acts with some level of independence, requiring some direction and development. The incumbent will be responsible for the less complex aspect of contract administration, language access and communication assignments, with development opportunities. The incumbent will also provide information, training, and technical assistance related to communication access services and accessibility needs for Departmental employees.

Bilingual Skills: Fluency in American Sign Language (ASL) and English is highly desirable.

A. RESPONSIBILITIES OF POSITION:

40% - Contract administration: With minimal direction from the SSM II, the incumbent facilitates and administers the CDSS and DDSD language and communication access contracting process and associated services. They provide support in meetings with department contracting staff, vendors, service recipients, management and executives as needed. The incumbent provides technical assistance to any CDSS and Disability Determination Service Division (DDSD) employee, manager, or executive regarding language access contracts or services and serve as a resource. They assist in developing and managing materials and resources related to procurement, bid, and contracting processes, including maintaining current resources and creating various documents related to contracted services. The incumbent supports research to assess CDSS' accessibility needs and makes recommendations for improvement. With support, they ensure appropriate communication and management of contract funds. Additionally, they provide guidance on contracted services processes and procedures to all employees and assist in evaluating accessibility programs, making recommendations for modifications. They coordinate with colleagues to gather and tabulate requests from CDSS staff, DDSD staff, and external partners. The incumbent develops and maintains spreadsheets tracking language and communication access service requests and expenditures. They also consult with Budgets Bureau, Accounting Bureau, Contracts Bureau, and vendors to resolve contract, payment, or billing issues.

20% - Training, Coordinating, and Consultation: The incumbent coordinates with staff within the Interpretation Support Unit (ISU) and serves as a Subject Matter Expert (SME), providing training to ISU, DDSD, and CDSS staff, as well as managers, supervisors, executives, and external partners. Training topics include, but are not limited to, communication and language access contract specifics, delivery methods, software usage, advocacy strategies, various language needs and styles, and roles and responsibilities. The incumbent also serves as an internal SME for ISU and DDSD staff and management, offering consultations upon request. They conduct initial ISU consultations for external requests, collaborating with the ISU/DDSD team for vetting, assignment, and fulfillment. Additionally, they serve as a communication and language access SME, playing a key role in developing, maintaining, and communicating updates on legislation, cultural and educational changes related to communication and language access, and the roles and responsibilities of key partners. The incumbent acts as the primary point of contact for key partners regarding communication and language access needs, conducting regular meetings and providing ongoing communication. They are responsible for coordinating, facilitating, and/or designing departmental briefings, trainings, or communications related to key communication and language access topics, which may be conducted in person, virtually, or in a hybrid format.

20% - Specialized Language Support: Use of American Sign Language (ASL) bilingual skills is highly desirable to perform the following duties: (1) assist in coordinating with DDSD staff to develop and maintain materials and strategies for the effective evaluation of language competency in CDSS staff and recruitment candidates; (2) support and provide language support (English to ASL and ASL to English) for participants in the Department and DDSD offices, as well as in critical meetings, work groups, trainings, and presentations, ensuring their participation in key decision-making processes and ongoing CDSS compliance with state and federal civil rights laws; (3) regularly provide feedback to Department staff and vendors on their provision of ASL interpretation, offering recommendations and resources to improve the quality of these services; and (4) assist in researching ASL terminology, interpretation best practices, and assistive technologies.

15% - Cultural Analysis, Advocacy, and Training: The incumbent leads, trains, and actively engages in researching and developing cultural competency activities to enhance cultural awareness within ISU for diverse populations. They provide expert technical assistance and cultural awareness training to internal and external partners while maintaining collaborative relationships to address all needs. The incumbent conducts complex research and analysis on projects related to cultural competency, advocacy, language access, and communication training. They utilize Microsoft Office programs and web-based platforms for report preparation and review. Additionally, they support ISU peers, senior staff, and management with administrative, training, research, evaluation, service provision, and other business-related tasks that further the ISU's mission.

5% -Other Duties as Required: The incumbent will attend training sessions or engage in self-development to remain current with language and communication access industry standards trends and legislation, cultural education, analytical, research, evaluation, or tools, as well as professional skills and knowledge. Other duties as required.

B. SUPERVISION RECEIVED:

The incumbent works under general supervision and direction from SSM II; however, direction and assignments may also come from the Director, Deputy Directors as well as the CARE and DDSD Branch and Bureau Chiefs.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The incumbent provides on/off site language support for all public contacts, as well as applicants, employees and participants in partner meetings. The incumbent will have frequent contact and provide language and communication access support for all levels of departmental employees, representatives from other governmental agencies, legislative and legal staff, community organizations, service providers, and members of the general public. The incumbent will also offer language support for upper management, including Directorate staff, in high-level and context-rich situations. The incumbent may also provide language support to CalHHS departments and offices as well as to other governmental departments.

E. ACTIONS AND CONSEQUENCES:

The incumbent is responsible for facilitating effective communication, collaborating in a team environment, and providing subject matter expertise in specifically identified areas. The position requires a high level of skill and confidentiality due to the complex and sensitive nature of the issues being discussed. Failure to implement the requirements of this position can expose the Department to fiscal and legal risk.

F. OTHER INFORMATION:

Travel is expected to take 5% of the incumbent time to conduct site visits, train various groups, and attend meetings, trainings, and conferences. Overtime may be required for this position.

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