

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

SSM I

POSITION NUMBER:

800-909-4800-909

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

Adult Programs Division, CMIPS & System Enhancements Branch

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

Systems Operations and Training Bureau/Training and Development Unit

SUPERVISOR'S NAME:

Carmen Favorito

SUPERVISOR'S CLASS:

SSM 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*)

In-Home Supportive Services Training Academy (IHSSTA) occasional statewide travel to deliver and/or monitor trainings.

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.

5 AGPA positions

Total number of positions for which this position is responsible: 5

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

MISSION OF ORGANIZATIONAL UNIT:

The Training & Development Unit (TDU) is responsible for developing and delivering statewide uniform training to enhance and maintain the skills and knowledge of county staff and other program stakeholders, including Adult Programs Division (APD) staff, program recipients and providers, through a responsive, collaborative approach to address In-Home Supportive Services (IHSS) training needs and to ensure uniformity of IHSS assessments and authorizations statewide, and to ensure the safety and wellbeing of IHSS recipients.

CONCEPT OF POSITION:

Under the administrative direction and supervision of the Training Engagement & Development Section (TEDS) Chief (SSM II) of the System Operations and Training Bureau, the SSMI serves as Manager of the Training and Development Unit (TDU). The TDU SSMI is responsible for supervising all activities related to the IHSSTA, including overseeing the development and revision of all curriculum for classroom and on-line delivery; facilitating meeting with county training coordinators and QA to identify training needs; obtaining stakeholder input regarding curriculum development and revisions; monitoring the delivery of training through various activities; securing and managing the vendor contract; coordinating TDU activities with other Division and Departmental staff to obtain input regarding existing modules and the development of new modules; and developing and delivering training to county/State staff and other program stakeholders, as needed.

A. RESPONSIBILITIES OF POSITION:**Essential Functions:**

45% Directly oversees the performance and activities of the Training & Development Unit, which includes: oversee the assigned training modules to assess the need for updates and implement necessary revisions to existing content; oversee the development of new training courses, educational materials, and resources; monitoring the delivery of virtual-led training through attendance at training sessions and review of course/trainer/participant evaluations and questions & answers; overseeing all tasks related to the Learning Management System (LMS), including managing updates and changes; writing All-County Letters (ACLs) and All-County Information Notices (ACINs) as needed to release new curricula, training opportunities, or department updates; monitoring ACLs, ACINs, Policy Interpretation requests, and other program policy directives to identify the need for changes in curriculum; analyzes changes to IHSS policy and/or regulations and statutes to ensure training and educational materials are current and accurate; conducting research and data analysis on CDSS programs or departmental activities to prepare reports, recommendations, and presentations to directors and the legislature; attending and/or facilitating stakeholder meetings to obtain input, discuss issues related to the development and delivery of IHSS program training; managing vendor contracts, including overseeing contract extensions, renewals, and the development of new agreements detailing budget allocations and scope of work requirements; monitoring contract performance metrics and financial expenditures; conducting audits and assessments to identify cost-saving opportunities and operational efficiencies.

20% Management and administration of all activities relating to the IHSSTA including: supervise the initiative to convert the IHSSTA curriculum from traditional instructor-led formats to self-paced training modules, enhancing accessibility and participation engagement; managing and monitoring schedule and registration to ensure training needs are met; communications regarding the most complex ongoing or new program issues; communicating sensitive issues and providing feedback regarding IHSSTA activities received internally or from program stakeholders; monitoring contract deliverables to ensure timeliness and accuracy; monitoring invoices to ensure all charges are appropriate and consistent with the contract's Scope of Work.

20% Establishes and maintains work and performance standards for quality and timeliness and review of work products. Plans, schedules and prioritizes workload. Monitors staff performance and needs for trainings; provides timely feedback, mentoring and needed trainings and resources to the team to ensure their knowledge, subject matter expertise, and overall growth.

10% Facilitates and participates in internal and external focus groups and stakeholder meetings, such as with CDSS QA, county training coordinators, and QA staff, to gather input on existing courses, new training development, and other IHSSTA activities, while communicating program updates, curriculum enhancements, and policy interpretations.

Marginal Functions:

5% Representing and acting as the TEDS Chief, as needed.

B. SUPERVISION RECEIVED:

The SSMI is supervised by the SSMII (Training Engagement & Development Section Chief) of the System Operations and Training Bureau. On a day-to-day basis, the SSMI is expected to operate with a significant degree of independence while keeping the SSMII informed on a timely basis of assignment status, problems impeding progress and potential legal, stakeholder or legislative issues. The TDU SSMI must gain the Bureau Chief's confidence by exhibiting excellent judgment about when to seek direction and when to make independent decisions.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSMI is responsible for all management functions of the unit, the maintenance and effective implementation of policies and procedures, and necessary staffing functions.

D. PERSONAL CONTACTS:

The TDU SSMI will have frequent contact with all levels of Department employees, representatives from other governmental agencies, legislative and legal staff, contractor staff, program stakeholders and members of the general public.

E. ACTIONS AND CONSEQUENCES:

The IHSS program administered by each county under the direction of CDSS Adult Programs Division provides services to over 810,000 aged, blind and disabled individuals. The well-being of IHSS recipients is dependent on the accurate assessment and delivery of services funded through the IHSS program. Failure to use good judgment fulfilling the responsibilities and mission of the Unit can result in inaccurate information and insufficient trainings provided to county staff and other program stakeholders which can lead to benefits being incorrectly authorized and inappropriate expenditure of public funds, state and/or federal audit exceptions, poor public policy, litigation, and political scrutiny and criticism.

F. OTHER INFORMATION:

The SSMI must have excellent judgment and superior analytical skills; maintain confidentiality as appropriate; possess the ability to keep management's position in mind when communicating with staff; be able to interact with high-level officials and program stakeholders and negotiate effectively; possess excellent oral and written communication skills and good interpersonal skills; be able to work well under pressure; work with minimum direction, individually and in a team setting; and maintain excellent attendance.