

Chief, Central Office Division
Disability Insurance Branch/CEA Level B
Employment Development Department

Under the administrative direction of the Disability Insurance Branch (DI) Deputy Director, the Chief, Central Office (CO) Division, plans, organizes, and directs the division responsible for the development, establishment, and implementation of policy and procedure for the DI program. In this position, the incumbent participates in the planning, development, implementation, and direction of policies and procedures affecting the DI program and field office operations. The Chief, CO Division, acts as the principal policy advisor to the Deputy Director in the areas of Administration, Technology, Compliance, Communications, and Voluntary Plan. The Chief, CO Division, is responsible for overseeing the DIB project team's efforts related to the EDDNext Project.

- 25% Develops and oversees the implementation of DI Branch statewide policies, goals, objectives, and procedures. Directs the nature and scope of policy oversight activities provided to the DI Branch, which include program direction, performance measures, management information systems, Organizational Change Management and administrative support functions including budgeting, human resources and branch facilities management, and technology support. Coordinates activities to provide technical assistance on all aspects of developing and implementing the Branch long and short-range planning efforts.
- 25% Provides operational policy direction to the Branch program managers to ensure staff are knowledgeable of existing statutes, regulations, policies, procedures and interpretive material for all programs. Plans and develops goals for the Division/Branch. Responsible for strategic planning and policy development relating to program management, customer service delivery, administrative functions, communication, and consistent service delivery application. Manages service delivery systems development and implementation.
- 20% Facilitates and/or participates in task forces; provides direction and oversight for Division/Branch projects, including the EDDNext project, as well as studies which have statewide impact, such as duration control, performance measures, and standardized work flow; and coordinates with other entities (e.g., field offices, other Division/Branches). Provides recommendation(s) to the Deputy Director and/or Executive Staff; and oversees implementation upon approval. Provides administrative support for the timely completion and accuracy of the allocation and monitoring of the Branch budget; fiscal analysis of proposed legislation; Budget Change Proposals, changes to the Branch's information systems; Branch contracts, and Branch personnel-related matters.
- 15% Attends meetings at the Executive level and represents the Branch and the Department at meetings in and out of state; provides direction and supervision to the Branch and acts as a full participating member of Executive Staff. In the absence of the Deputy Director, or when directed to do so, may act for the Deputy Director. As delegated by the Deputy Director, provides direction/assistance and/or makes sensitive decisions that have a significant impact on the level of service delivered to our customers (e.g., fund solvency and benefit reduction).
- 5% Proposes and analyzes legislative changes impacting the program and the department. Consults with legislative staff, state agencies, labor organizations, and other entities regarding proposed legislation; prepares reports to show the broad effects of implementation; and implements enacted legislation.
- 5% Works in partnership with branch and department Division Chiefs and Deputy Directors to develop, formulate, and implement departmental and/or program policies, procedures, and/or systems.
- 5% May act as Deputy Director, Disability Insurance Branch in their absence.