

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION:

**Staff Services Manager I**

POSITION NUMBER:

**292-4800-007**

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

**FEED/CACFP**

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

**Fiscal Oversight Unit 3**

SUPERVISOR'S NAME:

**Stefanie Callori**

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)

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.

The Staff Services Manager I (SSM I) position directly supervises, supports, and evaluates the performance of a team of 4 Analysts (AGPAs).

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 California Department of Social Services is to serve, aid, and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility, and foster independence. The Child and Adult Care Food Program (CACFP) is a federal and state program that provides reimbursements for nutritious meals and snacks to eligible children and adults who are enrolled for care at participating childcare centers, day care homes, and adult day care centers. CACFP also provides reimbursements for meals served to children and youth participating in afterschool care programs, children residing in emergency shelters, and adults over the age of 60 or living with a disability and enrolled in day care facilities. CACFP contributes to the wellness, healthy growth, and development of young children and adults in the United States.

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**CONCEPT OF POSITION:**

The Staff Services Manager I (SSMI) reports to the Staff Services Manager II of the Family Engagement and Empowerment Division's Field Services Branch for Child and Adult Care Food Programs (CACFP) at the California Department of Social Services (CDSS), is tasked with providing fiscal analytical and programmatic support to FSB management which oversees agencies participating in the child nutrition programs (CNP) to ensure compliance with federal and state regulations, offering training and technical assistance. This position may require travel up to 30 percent.

**A. RESPONSIBILITIES OF POSITION:****Staff Supervision (30%):**

- Provide direct supervision to four (4) Analysts within the CACFP Field Services Bureau, overseeing programmatic, fiscal tasks and technical assistance related to Administrative Reviews.
- Supervise the dissemination of the review staff workload within the Field Services Bureau
- Assign and delegate ongoing tasks and responsibilities, including workgroups, while ensuring the accuracy and completeness of work products.
- Monitor and evaluate staff performance, update duty statements and expectations as needed.
- Manage staff training needs, arrange and approve training sessions, and recognize staff achievements.
- Apply appropriate supervisory techniques to prevent and correct issues, ensuring staff compliance with federal and state laws and CACFP regulations.

**FSB Fiscal Support and Administration (30%):**

- Develop and implement strategies to execute fiscal policies, programs, and priorities for federal CACFP administrative reviews for the Final Rule.
- Collaborate with USDA and other CDSS divisions on program-related matters, identifying and resolving serious deficiency, complaint, and fiscal and procurement compliance issues.
- Lead the implementation of program tasks, proposing changes to streamline bureau processes.
- Streamline existing processes and procedures to support improved program efficiency.

**Work Products (20%):**

- Oversee the preparation of staff work assignments, including contract management, travel arrangements, and event coordination.
- Develop processes for disseminating administrative review workload, Final Rule, investigating complaints and collaborating with other units, advocacy groups, and state agencies to enhance compliance strategies.

**Administrative Responsibilities (10%):**

- Conduct analyst personnel interviews, oversee on-boarding staff and track travel expenses, prepare fiscal documents to support FSB review staff findings and technical assistance of operators.
- Attend and conduct staff meetings, anticipate bureau needs, and develop and track FSB staff travel expenditures
- Act as a liaison to other sections within the CACFP branch.

**Internal and External Representation (5%):**

- Act as a representative for FSB at meetings, conferences, and professional gatherings, engaging with USDA staff, program directors, advocacy groups, and state agency staff to gather feedback and promote networking.

**Other Duties as Assigned (5%).**

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B. SUPERVISION RECEIVED:

The Staff Services Manager I will receive general program direction from and reports directly to the Staff Services Manager I (SSM II). On a day-to-day basis, The SSM I is expected to operate with a significant degree of independence while keeping the SSM II engaged and informed on a timely basis the status of high-level items, impeding progress, and potential legal ramifications, stakeholder or contractual issues and controversies. The SSM I must exhibit excellent judgment and the ability to prioritize Branch goals, and ensure policies are properly operationalized and that the budget is expended properly and with the utmost integrity.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM I is responsible for management functions of the bureau including staffing functions, performance management, the maintenance and effective implementation of guidelines for accurate assessment, review, compliance and timely notification of findings during a review to uphold with integrity the policies and procedures that govern program integrity and improvement practices.

D. PERSONAL CONTACTS:

The SSM I has regular contact with all levels of CDSS staff, CACFP stakeholders, CACFP Sponsors and Program Operators, representatives from USDA, other federal, state and local governmental agencies, Department of Finance, the Health and Human Services Agency, food and nutrition advocates, congressional staff, and tribal leaders.

E. ACTIONS AND CONSEQUENCES:

The SSM I exercises judgment in planning, organizing, directing the workload, and ensuring consistency in the work performed by the employees of the unit. The SSM I must ensure that first line managers have the tools, knowledge and skills to provide proper support and oversight to staff who provide direct support to CACFP program operators and sponsors. Therefore, good judgment in making recommendations, ability to understand the program and make best use of staff skills and abilities is imperative.

F. OTHER INFORMATION:

The SSM I must be flexible, have excellent judgment and interpersonal skills, exceptional leadership and team building skills, the ability to interact with high level officials and program stakeholders. Must also have excellent verbal and written communication skills, and the ability to work well under pressure, utilize initiative and resourcefulness with ensuring the timely completion of staff assignments within the Bureau.