

State of California - Department of Social Services

CURRENT/PROPOSED DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Supervisor I

POSITION NUMBER:

800-909-4800-002

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

APD/CMIPS and Systems Enhancements Branch

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

CODA Bureau/Research and Data Analysis Unit

SUPERVISOR'S NAME:

Christina Taylor

SUPERVISOR'S CLASS:

Supervisor 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.

5 - Research Data Analyst II (RDA II)

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:

It is the mission of the Adult Programs Division's (APD) Research and Data Analysis Unit (RDAU) to support the State of California's In-Home Supportive Services (IHSS) program. The RDAU research, query, and analyze data extracts from the Case Management, Information and Payrolling System (CMIPS) - the system of record for the In-Home Supportive Services (IHSS) program. The RDAU collaborates and provides operational support, data, and reporting to various internal and external stakeholders so that our statewide community of those most needy and vulnerable (aged, blind, and disabled) ultimately and equitably receive adequate services, aid, and protection in ways that strengthen and preserve families, encourage personal responsibility, and foster independence.

CONCEPT OF POSITION:

Under the direction of the Communications, Operations, and Data Analysis (CODA) Bureau Chief, the Supervisor I is responsible for directly supervising the Research and Data Analysis Unit (RDAU) and ensuring the staff is well supported in their role and responsibilities. The RDAU develop and maintain databases, perform complex and time sensitive activities while conducting data extraction and querying, reporting, data analysis, research and operational support. In daily interactions, the incumbent provides subject matter expertise, oversees, leads and manages all team activities including ensuring the delivery of timely, accurate, and reliable work products. Effectively collaborates with stakeholders and communicates data-driven insights to both technical and non-technical audiences.

A. RESPONSIBILITIES OF POSITION:

45% Directly supervises five (5) Research Data Analysts (RDA II). Develops and leads the activities, and manages the workload. The incumbent is responsible for the oversight of operations including, but not limited to, reviewing and evaluating email requests related to program data received by the unit, communicating clear instructions and due dates to unit members, assigning work/tasks, engaging in projects, monitoring all individual and unit activities, and providing feedback and guidance on multiple and concurrent assignments. The Supervisor I is responsible for directing staff that are involved in assignments such as developing research and evaluation designs, collecting and compiling data, analyzing data, producing written reports. The incumbent manages and supervises the review and approval process for external researchers that request access to department data for the purposes of research or evaluation studies. Oversees the staff's support for external research partnerships in compliance with the IHSS program.

The Supervisor I creates, executes and maintains the functions and workflow of the RDAU and is accountable for ensuring assignments are completed accurately, timely, and in accordance to policies and procedures. Performs the more complex analysis work providing expertise of subject matter on critical projects. Provides hands-on training and reviews of completed work, coaching in addressing complex tasks, and project leadership. Consistently demonstrates a commitment to meeting deadlines, goals, and objectives. Reviews all reports produced by the unit before final delivery (query, databases, methodology, format, documentation). Attention to detail and follow-through is essential. The Supervisor I inspires, influences and motivates. Monitors performance, sets priorities, tracks progress, and ensures accountability. Initiates and leads projects/initiatives engaging staff and stakeholders and follows through to completion/post implementation. Actively participates in meetings such as APD management meetings pertaining to program, operational, or management training, All Staff Meetings, All Manager Meetings, etc.. Communicates status of key initiatives and escalates issues promptly to the CODA Bureau Chief.

30% This position will provide subject matter expertise of the functional area and will communicate with end users and stakeholders including identifying and resolving business issues. Oversees and supports the functions performed by the liaison - collaboration across units/divisions. Additionally, this position will work with the CMIPS vendor, CalHHS Office of Technology & Solutions Integration (OTSI), and other state and local government entities. Provides general consultation and project management to the Department and to staff on the development of creative program research and evaluation designs and the collection of valid, reliable, and meaningful program data, supervises the development and management of scopes of work, timelines and deliverables for internal, grant-funded and contracted research and evaluation projects, and supervises staff in performing research and evaluation activities. Assist in maintenance of Project Communication Plan, Staffing Plan, Training Plan, Training Materials, etc.. Participates in the change request process (i.e., Agile User Stories) related to CMIPS data. Review, approve and assist in maintenance of the Research and Data Analysis Functional Support Manual, network folders, and the unit's SharePoint.

20% Operational administrative tasks include, but are not limited to recruiting, hiring new staff, developing performance standards and appraising staff performance, establishing training plans for staff and taking corrective and adverse action when necessary. Responsible for making informed administrative and personnel management decisions in accordance with Departmental/Division/unit guidelines, policies and procedures, and personnel-related laws. Provides input in division and departmental activities, goals and identifying staffing requirements. Planning and implementing updates to unit process and procedures in performing ad-hoc data extraction, reporting, research, analysis and methodology. Encourages team building, facilitates cross training and promotes continuous improvement including on-going documentation of procedural documents. Uses motivational techniques, creates a positive climate for change and personal development. Conducts individual and regular unit meetings.

Marginal Functions:

5% Functions as a member of major departmental work groups/projects. Serves as Acting Bureau Chief in the absence of the Communications, Operations, and Data Analysis (CODA) Bureau Chief. Other duties as needed.

B. SUPERVISION RECEIVED:

The Supervisor I receives general direction from the Bureau Chief. The incumbent is required to utilize his/her initiative, resourcefulness and a high degree of independence in completing assignments.

C. ADMINISTRATIVE RESPONSIBILITY:

The Adult Programs' Research and Data Analysis Unit supervisor is responsible for all management functions of the RDAU, the maintenance and effective implementation of policies and procedures and necessary staffing functions.

D. PERSONAL CONTACTS:

The Supervisor I has frequent contact with various levels of the management team (supervisors, managers, bureau chiefs) within the CDSS as well as other departmental research and program staff by phone, email, in person, and virtual applications; and contact with representatives of county, federal and other state agencies, other outside researchers, and stakeholders.

E. ACTIONS AND CONSEQUENCES:

The RDAU staff is responsible for the preparation of IHSS program data and supporting analysis used to prepare the IHSS program policy and budget. If the data is pulled incorrectly both the CDSS and other stakeholders will be using inaccurate data to build the IHSS program policy budget and assess program costs, which has a direct effect on the CDSS budget. Failure to use good judgment in researching and handling sensitive and confidential material and in imparting information could result in misspent program dollars, litigation against the CDSS or information being released to unauthorized persons in violation of State and federal law.

F. OTHER INFORMATION:

The incumbent is expected to have good qualitative analysis capabilities and work in a team setting and lead capacity both virtually and in an office setting. The incumbent is expected to be familiar with research, statistical and forecasting techniques and the utilization of computer resources, including Microsoft Access and SAS, in the application of these techniques. The data reporting and analyses prepared by the Adult Programs Division are the foundation for the IHSS portion of the Governor's Budget as well as other legislation, and are therefore subject to legislative schedules and time frames. In order to meet such deadlines, there are times throughout the year when mandatory overtime becomes a requirement for analysts.