

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Manager II

POSITION NUMBER:

800-252-4802-955

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

FEED, CalFresh Branch

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

Technical Assistance and Corrective Action Bureau

SUPERVISOR'S NAME:

Becky Silva

SUPERVISOR'S CLASS:

C.E.A.

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.

Two (2) Supervisor II, One (1) Analyst IV

Total number of positions for which this position is responsible: Approx. 19

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

Two (2) Supervisor II, one (1) Analyst IV, one (1) Supervisor I, six (6) Staff Services Managers I (SSM) Specialists, four (4) Analyst III, four (4) Analyst II/I, one (1) Office Technician (OT)

MISSION OF ORGANIZATIONAL UNIT:

The CalFresh Branch oversees the administration of CalFresh, California's version of the Supplemental Nutrition Assistance Program (SNAP), and the California Food Assistance Program (CFAP) with the mission of ensuring that all eligible Californians have access to the food benefits available to them and that the Branch supports the provision of excellent customer service while upholding program integrity. CalFresh is the largest food program in California and provides an essential hunger safety net.

CONCEPT OF POSITION:

Under the general direction of the CalFresh Branch Chief, the Manager II works closely with the Branch Chief and the Branch leadership team. The Manager II will oversee two Sections - County Technical Assistance Section A, and the County Technical Assistance Section B. The Manager II is responsible for leading the Technical Assistance and Corrective Action Bureau with complex and sensitive program operations in the 58 counties. The Manager II will provide direction and leadership for this newly created Bureau, and has strong experience in strategic planning; group facilitation; project management; works well under pressure to meet deadlines; exercises a high degree of initiative and independence of action; communicates effectively; and develops and maintains effective cooperative working relationships with a diversity of internal and external stakeholders.

A. RESPONSIBILITIES OF POSITION:

30% Supervises CalFresh technical assistance and corrective action activities. Provides planning and direction for three SSM IIs and their field staff in their efforts to support 58 counties with administering CalFresh in a manner consistent with federal requirements and division goals and objectives. This includes assisting in the development of the vision for the CalFresh program, providing direction to management and staff responsible for evaluating the county CalFresh activities, providing guidance to accomplish the focus areas that FNS changes annually. This also may involve evaluating the implementation of recent policy changes in counties and ensuring program accessibility and timeliness.

20% Collaborates closely with the CalFresh Branch leadership team, including the Policy Bureau Chief and Operations Bureau Chief, to ensure alignment across the Branch in terms of goals and objectives for county service delivery across all 58 counties.

15% Administrative infrastructure oversight. Responsible for providing critical Branch support by coordinating, writing, and/or reviewing budget change proposals and local assistance premises. Collaborate with leadership team to identify programmatic needs that require budgetary and legislative approval. Develop/maintain a tracking mechanism to ensure proposals are organized, reviewed, and submitted timely. Work closely with the Branch Chief, fiscal forecasting team, and budgets on the development of estimate packages.

10% Ensures effective communication and acts as liaison with national organizations, federal agencies, the Legislature, state control agencies and county welfare departments on issues related to CalFresh technical assistance and Corrective Action Plans. Drafts and disseminate communications to internal and external stakeholders, including developing talking points, responding to public information requests, drafting issue papers, briefing materials, and reports. Respond to high level policy issues and communicate and present ideas, recommendations and information effectively both orally and in writing to the Branch Chief and Directorate.

10% Recruits, selects, trains and directs the work of subordinate managers who supervise the workload of approximately 16 staff of various classifications. Perform various supervisory responsibilities related to staff management and development. Provide advice and consultation on the most difficult and sensitive work issues.

10% Organizational Development. Provides leadership in the development and execution of organizational development opportunities on behalf of the Branch Chief, including regular staff meetings, external meetings, staff newsletter, and training opportunities for a statewide workforce residing in all 58 counties.

5% Performs other duties as required

B. SUPERVISION RECEIVED:

The Manager II receives general direction from the Branch Chief (C.E.A).

C. ADMINISTRATIVE RESPONSIBILITY:

The Manager II is responsible for all management functions of the Bureau, the maintenance of effective policies and procedures and organizational structure and staffing. The SSM III will act as the CEA A in the absence of the CEA A.

D. PERSONAL CONTACTS:

The Manager II has frequent contact with other departmental managers to coordinate activities and to resolve sensitive program issues. Additionally, the SSM III meets with management staff from federal agencies, other state departments and county welfare departments; and interacts with members of the Legislature or their staff, recipient advocate groups and representatives of other states.

E. ACTIONS AND CONSEQUENCES:

Failure to provide sound, high-level, and technically competent advisement to the Branch Chief can result in ill-advised decisions by top-level staff, which can adversely affect operational outcomes of the Branch. Failure to develop and maintain sound program policies and procedures, administrative infrastructure, and automated systems can result in the loss of confidence by the Governor, Legislature, advocate community, and the beneficiaries the Branch serves.

F. OTHER INFORMATION:

The incumbent is a member of the Branch leadership team and will demonstrate sound and thoughtful leadership by observing all Department policies, following proven management standards and practices, remaining available and accessible to staff and supervisors, and exhibiting professionalism at all times.

This position requires regular attendance and adherence to core work hours, which are Monday - Friday 8:00 A.M. to 5:00 P.M.