

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Supervisor I

POSITION NUMBER:

800-694-4800-004

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

Administration/Human Resource Services

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

WDB/Training &amp; Development

SUPERVISOR'S NAME:

Yvette L. Smith

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.

Four Analysts (Analyst I / II)

Total number of positions for which this position is responsible: 4

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

MISSION OF ORGANIZATIONAL UNIT:

The Workforce Development Bureau (WDB) exists to support, collaborate, and empower the CDSS workforce through professional development and learning to achieve personal excellence. We lead CDSS as a learning organization by promoting a culture of discovery, innovation, and growth that embraces diversity and inclusion. Guided by our principles, we create connection, model leadership, and operate with integrity and respect. WDB delivers high-impact learning experiences and leads initiatives in organizational development, culture development, employee recognition, employee assistance, wellness, and engagement. Through these efforts, we strengthen workforce capability, enhance employee experience, and contribute to a thriving, inclusive workplace culture.

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**CONCEPT OF POSITION:**

The Supervisor I serves as the first-line supervisor for the Training & Development (T&D) Unit within the Learning, Education and Development (LEAD) Section of WDB. Under the general direction of the Supervisor II (Section Chief), the Supervisor I is responsible for planning, organizing, and directing the work of professional staff engaged in instructional design, curriculum development, facilitation, and training production. This position performs the most complex and sensitive work in the unit and ensures that training services align with departmental goals, policies, and workforce development priorities. The Supervisor I also functions as a subject-matter generalist and consultant, applying strong analytical skills to resolve a broad range of administrative and program-related challenges.

**A. RESPONSIBILITIES OF POSITION:****40% – Supervision, Unit Leadership, & Operational Oversight**

- Supervise and lead a team of analysts performing professional-level work in instructional design, facilitation, and training delivery.
- Assign and monitor workload, establish priorities, and ensure timely completion of high-quality deliverables.
- Oversee operational planning and readiness for instructor-led, virtual, and hybrid trainings.
- Coordinate with internal and external stakeholders to ensure instructional fidelity and alignment with program needs.
- Represent the unit in cross-functional meetings, workgroups, and initiatives.
- Maintain vendor relationships and ensure adherence to instructional and facilitation standards.
- Foster a collaborative, inclusive team culture that reflects CDSS values and supports continuous learning.
- Provide direct support through facilitation or production as needed to ensure continuity of services.

**30% – Instructional Design Strategy & Curriculum Development**

- Lead the development and revision of training materials, including guides, lesson plans, and multimedia content.
- Oversee the creation of on-demand and self-paced courses using e-learning tools (e.g., Articulate 360).
- Conduct quality assurance reviews to ensure clarity, accuracy, and accessibility.
- Establish and maintain instructional design standards, templates, and workflows.
- Provide technical guidance to analysts and ensure alignment with adult learning principles and departmental policies.

**20% – Evaluation, Collaboration, & Data-Driven Improvement**

- Collaborate with the Leadership Development Unit (LDU) to co-manage evaluation systems, performance metrics, and reporting processes.
- Analyze data to inform curriculum improvements and operational decisions.
- Lead the development of the annual T&D course catalog and contribute to strategic planning.
- Ensure compliance with LMS archiving standards and maintain unit SOPs.
- Utilize the Learning Management System (LMS) to perform course setup, reporting, and data analysis.
- Participate in the Unified Reporting Process and support enrollment optimization strategies.

**10% – Bureau-Wide Initiatives, Professional Development, & Special Projects**

- Participate in bureau-wide initiatives, pilots, and organizational development efforts.
- Provide subject-matter expertise and coordination support for multi-unit projects.
- Respond to emergent training needs and special assignments.
- Offer cross-unit support during high-volume or high-impact periods to ensure service continuity.
- Continue personal professional development to remain current in instructional design, leadership, and workforce development best practices.
- Perform other duties as assigned.

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B. SUPERVISION RECEIVED:

The Supervisor I receives general direction from the Supervisor II (Section Chief) and, when necessary, from the Bureau Chief. Assignments are provided in broad terms with defined objectives. The incumbent is expected to exercise sound judgment and a high degree of independence in managing staff, resolving issues, and implementing solutions.

C. ADMINISTRATIVE RESPONSIBILITY:

The Supervisor I plays a key leadership role in the LEAD Section by managing the Training & Development Unit's instructional design and curriculum development efforts. The incumbent supervises multiple training projects at once, ensuring they meet established instructional standards and align with department goals. The Supervisor I works closely with the Leadership Development Unit to apply evaluation data that improves training quality and effectiveness. This position is responsible for planning, executing, and assessing training initiatives that support workforce development and enhance organizational performance. Additionally, the Supervisor I represents the unit in bureau-wide and cross-divisional initiatives and is accountable for delivering accurate, timely, and complete work products.

D. PERSONAL CONTACTS:

The Supervisor I interacts regularly with CDSS executives, managers, supervisors, subject matter experts, trainers, and external vendors. These contacts support curriculum development, training coordination, and alignment with statewide workforce development goals.

E. ACTIONS AND CONSEQUENCES:

The Supervisor I is accountable for the quality and effectiveness of training services. Errors in judgment, planning, or execution may result in reduced workforce readiness, misalignment with organizational goals, diminished service quality or departmental non-compliance. Strong analytical, supervisory, and decision-making skills are essential.

F. OTHER INFORMATION:

This position requires strong leadership, excellent communication skills, project management skills, and a high level of professionalism. The Supervisor I must be able to manage multiple priorities, support cross-unit collaboration, and demonstrate expertise in instructional design, adult learning, virtual training technologies, and LMS functionality. A commitment to equity, inclusion, continuous improvement, and personal professional growth is expected.