

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Supervisor I

POSITION NUMBER:

800-252-4800-955

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

FEED / CalFresh Branch

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

CalFresh Operations Bureau/ Management Eval Section

SUPERVISOR'S NAME:

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)

The Supervisor I is required to travel as needed up to 70% of the time. Travel may be overnight.

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.

Analyst II/I - 4

Total number of positions for which this position is responsible: 1

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

MISSION OF ORGANIZATIONAL UNIT:

Conducts federally mandated Management Evaluations (MEs) reviews of the Counties CalFresh program and Quality Control (QC) reviews of CalFresh cases. Interacts with counties to achieve the goal of lower CAPER and Active error rates, improve program access, improve timeliness, and ensure that current policies are being followed.

CONCEPT OF POSITION:

Under the general direction of the CalFresh Management Evaluation Section Chief, the Supervisor I manages activities associated with the Management Evaluation (ME) of county welfare operations and case reviews. The Supervisor I works collaboratively with other section managers to develop and deliver webinars, newsletters, and other communication tools that share policy updates, best practices, and evaluation trends. The Supervisor I oversees all aspects of the ME activities, including case reviews, interviews, observations, and specialized reviews such as Able-Bodied Adults Without Dependents (ABAWD), to ensure compliance with federal and state requirements. Including final report review and preparation. The Supervisor I works with all 58 counties, providing training and assistance to ensure the CalFresh program operates effectively for benefit recipients.

A. RESPONSIBILITIES OF POSITION:

40% Supervises staff responsible for federally mandated ME reviews, case reviews and CalFresh error trend analysis activities, including all components of the ME process such as case reviews, interviews, observations, and specialized reviews for ABAWD. Provides day-to-day supervision of staff as they complete assignments, establishing priorities for their work and time frames for completion of the assignments. This includes making the assignments, evaluating and editing the work and communicating any necessary operational procedure revisions appropriately. Tools used to help accomplish these tasks include the use of the California Statewide Automated Welfare System (CalSAWS) and the Medi-Cal Eligibility Data System (MEDS).

30% Manages administrative activities related to the operation of the office. This includes formulating unit goals and objectives; reviewing completed assignments and providing constructive feedback to staff; ensuring due dates are met and projects are on schedule; and ensuring staff awareness of departmental policies and rules. These tasks are accomplished through the use of one-on-one meetings, unit meetings, and monitoring due dates.

10% Supervises the development, implementation, and maintenance of special projects and/or ad hoc reviews designed to address specific evaluation or informational needs for any program the department administers. In coordination with other section managers, plans, develops, and distributes webinars, newsletters, and other communication materials to provide counties with guidance, training, and updates on ME activities and trends. Partners with staff to meet the objective of completed staff work, researching policies, developing project plans and timelines, and preparing recommendations and presentations to management.

10% Assists the Bureau Chief and other branch managers in formulating and implementing branch priorities, policies, and procedures. This includes the writing of issue papers and completing weekly updates for upper management.

5% Recruits, selects, trains and develops staff to ensure skills necessary to accomplish the unit goals. This includes the development of training packages, one-on-one training, performance reports and analysis of data produced by those supervised.

5% Performs other related duties as needed in the CalFresh Operations Bureau.

B. SUPERVISION RECEIVED:

The Supervisor I receives general direction from the Section Chief.

C. ADMINISTRATIVE RESPONSIBILITY:

The Supervisor I assists the Chief, Management Evaluations Section in establishing goals and objectives for the Section. The Supervisor I provides the support to staff to ensure that the goals and objectives are met in a timely manner.

D. PERSONAL CONTACTS:

The Supervisor I has frequent contact with federal, state and county supervisory staff and management staff.

E. ACTIONS AND CONSEQUENCES:

The Supervisor I exercises personal and professional judgment and makes decisions in areas such as workload, personnel, county liaison and unit operations. Poor judgment in these areas could result in failure to meet deadlines, poor morale, poor working relationships with counties and the inability of the department to comply with federal requirements.

F. OTHER INFORMATION:

The Supervisor I is required to travel as needed up to 70% of the time. Travel may be overnight. Acts as the Section Chief in his/her absence.