

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Supervisor II

POSITION NUMBER:

800-472-4801-XXX

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

HHD / Data, Integration, and Operations Branch

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

Data Systems and Analysis Bureau

SUPERVISOR'S NAME:

Padideh Nasserri

SUPERVISOR'S CLASS:

Research Data Manager (RDM)

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. Provides supervision to 2 professional staff.

Total number of positions for which this position is responsible: 2

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

2 professional staff and 6 analyst staff

MISSION OF ORGANIZATIONAL UNIT:

The Housing and Homelessness Division is currently a hybrid workplace.

The vision of the California Department of Social Services, Housing and Homelessness Division is to empower communities to end homelessness and promote housing stability for all Californians. The Division currently oversees seven Housing and Homelessness programs serving children and families, older adults, and adults with disabilities.

Our mission is to work with stakeholders to:

- Integrate social services with housing support services
- Share best practices and creative solutions
- Increase access to benefits and client-centered services
- Ensure any instance of homelessness is rare, brief, and non-recurring.

CONCEPT OF POSITION:

Under general direction of the Research Data Manager, the Supervisor II over the Data Systems and Analysis Section leads teams responsible for identifying and implementing department data system and analytic business process improvements, establishing data-driven program development and improvement practices, and maintaining data quality standards and procedures. Leading a team of professional staff and analysts, the Supervisor II will lead efforts to streamline work-flows, improve communication, and forecast change and program needs through a data-driven approach. The Supervisor II will also oversee a team developing and implementing data quality and assurance goals for all the Division's data assets.

A. RESPONSIBILITIES OF POSITION:

30%: Direct Section administrative and supervisory activities, including team supervision and staff development, staff evaluations, disciplinary actions, and recruitment. Assures the accuracy and consistency of all work products within the Section, and ensures that all work is compliant with policies, regulations, and reporting standards. Supports development, review and improvements of all staff work including but not limited to data analytics, data strategy, data-driven technical assistance, program evaluations, data system and intake processes, development of program performance metrics, stakeholder coordination, etc. Oversees development of external data-focused materials for legislative hearings, media requests, program presentations, etc. Manages the design and maintenance of the Division's data quality and assurance strategy and work including to technical and social aspects of data analyses and reporting.

30%: Oversee coordination with Policy and Quality Assurance teams on program improvement and evaluation efforts. Direct program evaluation efforts including development of required deliverables for the evaluation contract in terms of the contract specifications, including timeliness and quality of all reports and project status updates. Provide oversight and expertise to development and measurement of performance metrics, adoption of data standards, data use processes, and data quality improvement efforts. Lead data coordination strategy and efforts including procurement and utilization of broader CDSS data, CHHS data, and/or additional state-level data including but not limited to the Housing Data Information System data (HDIS). Lead and oversee data requirements of Assembly Bill 977 (AB 977) and incorporation of HHD data into local Homeless Management information Systems (HMIS) in coordination with internal and external and partners. Lead workgroups, strategic planning, and implementation of data integration. Oversee Business Use Case Proposals (BUCPs), Data Use Agreements (DUAs), Project Approval Lifecycle (PAL) or other contractual agreements and procurement processes necessary to execute data integration or utilization goals for HHD.

20%: Recommends and implements business process improvements, data strategy, and data quality and assurance best practices as identified through research, data-informed program trends for new and ongoing HHD programs. Develops and maintains processes in accordance with statute and Division requirements that lead to optimized data management strategy for HHD including but not limited to elimination of redundancy, increased data efficiencies, and increase data utilization for program oversight and evaluation. Coordinates and implements data-need or program/policy changes due to legislative changes, budgetary fluctuations, and/or input from the Division's customers. Provides oversight responsibilities, strategy, and decision making for the development of data systems for HHD data, data intake, management, use, and overall policies and protocols related to streamlining work flows and data analysis across all HHD programs. Leads improvement of communication and forecasting data needs and changes for HHD as determined by leadership. Presents internal and external stakeholders with reliable advice, materials, and direction and consistently meets high professional standards and expectations. Coordinate with HHD programs and CDSS Research and Data Division (RADD), CDSS Information Services Division (ISD), budget and fiscal staff to design, implement, or improve data collection and/or analysis strategies.

15%: Participates in Division strategic planning, recruitment and team development. Develops and oversees cross-Division technical assistance on data-driven decision making, data-driven technical assistance and data literacy. Leads Data Management Sections processes, infrastructure, and work flows to optimize the team's work and progress to the Division's mission and goals. Coordinate with Division leadership on team culture and utilize evidence-based best practices to drive leadership and management efforts.

5%: Acts on behalf of the Research Data Manager and performs other duties as appropriate for the classification.

B. SUPERVISION RECEIVED:

This position reports directly and receives general direction from the Research Data Manager. The incumbent has discretion and must exercise considerable independence, initiative, and resourcefulness in carrying out their responsibilities.

C. ADMINISTRATIVE RESPONSIBILITY:

The Supervisor II is responsible for all management functions of the Section, the maintenance of effective policies and procedures and organizational structure and staff. The Supervisor II functions as the Assistant bureau manager on all data and business optimization matters.

D. PERSONAL CONTACTS:

The Supervisor II has frequent contact with California Department of Social Services executive staff, program management staff, staff from other departments, county staff, and various external stakeholders. The Supervisor II represents the Bureau manager as needed.

E. ACTIONS AND CONSEQUENCES:

The Supervisor II exercises judgment related to resource allocation, data analysis and preparation. Poor judgment can adversely impact policy and budgetary decisions and adversely affect work effectiveness. Poor decisions could result in inaccurate data analysis and reporting errors.

F. OTHER INFORMATION:

The ideal candidate for this position will have strong management experience and have excellent interpersonal and communication skills. Desirable qualifications for this position would be a person who has strong project management, analytical, data design, interpersonal, supervisory, and communication skills. Knowledge and use of data analytic and project management software is preferred but not required. Other desirable qualifications for this position would be experience working with administrative data in a program setting and experience with data system oversight.