

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Supervisor II

POSITION NUMBER:

800-252-4801-955

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

FEED/CalFresh

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

County Technical Assistance & Corrective Action Bureau/Co

SUPERVISOR'S NAME:

SUPERVISOR'S CLASS:

Manager 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)*
Up to 50% Travel Required

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.

One (1) Supervisor I, Four (4) Analyst II, Four (4) Analyst III

Total number of positions for which this position is responsible:

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

MISSION OF ORGANIZATIONAL UNIT:

The mission of the California Department of Social Services is to serve, aid, and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility, and foster independence.

The CalFresh Branch advances this mission by providing policy direction, program oversight, and operational support safeguard the health and well-being of California's most at-risk populations.

Within the Branch, County Technical Assistance and Corrective Action Bureau is one of three bureaus, alongside the CalFresh Operations Bureau and the CalFresh Policy Bureau. The Bureau is responsible for providing technical assistance to counties, performing program oversight, and conducting performance monitoring to ensure effective and consistent administration of the CalFresh program in partnership with counties, federal agencies, and other stakeholders

CONCEPT OF POSITION:

Under the direction of the County Technical Assistance and Corrective Action Bureau Chief (Manager II), the Supervisor II is the Chief of one of two CalFresh Sections and is responsible for assisting with critical, complex and sensitive program operations in the counties. The Supervisor II will provide project management, contract management, policy and procedure development, administrative infrastructure oversight, meeting facilitation, and process improvement subject matter expertise in order to ensure optimum program efficiency and effectiveness. The Supervisor II will participate in strategic planning; training; special projects; and will serve as a liaison between the Bureau, counties, other control agencies and the federal government.

A. RESPONSIBILITIES OF POSITION:

The Supervisor II (County Technical Assistance Section B Chief) has high level knowledge of State of California administrative functions; demonstrates leadership; exercises a high degree of initiative; independence of action; and, creativity and originality in the development of policies and procedures that meet the needs of CalFresh state and county operations. The incumbent demonstrates tact and good judgment; communicates effectively; develops and maintains effective and cooperative working relationships; works under pressure to meet deadlines; and maintains consistent, predictable attendance in the performance of the specific functions described below:

35% Manages a team of one (1) Supervisor I, four (4) Analyst II, and four (4) Analyst III who perform technical assistance and corrective action activities related to program accuracy and timeliness and are located throughout the State. Oversees the County Corrective Action Team, which consists of a Supervisor II and an analyst assigned to specific counties to support CalFresh corrective action activities. Leads and coordinates the team's efforts with contractors and County Welfare Departments (CWDs) to identify root causes of performance issues and implement effective corrective strategies that improve accuracy, timeliness, and payment integrity. Directs county-focused business process reviews, mapping exercises, and collaborative meetings where counties assess their local processes and develop corrective action plans. Provides oversight and guidance to ensure the team uses a range of strategies, including specialized trainings, webinars, in-person assessments, tool and resource development, and peer learning convenings, to strengthen county performance, promote compliance, and sustain long-term improvement in CalFresh program outcomes.

25% Leads strategic planning and special projects. Advises the Bureau Chief and Branch Chief on strategic planning goals, objectives, and progress related to county performance. Establishes mission critical systems and measurable county outputs/outcomes, monitors progress, and provides timely progress reports on special projects. Represents the interests of CalFresh leadership on various special projects including the development phases of major initiatives including but not limited to statewide data analysis, call center performance improvements, electronic verifications, transition to a single statewide eligibility system, and analysis of client notices. Leads sensitive projects with particular emphasis on the identification and analysis of enterprise opportunities associated with interconnectivity and data sharing between CDSS and counties in order to increase access, enrollment, and reporting.

20% Provides leadership and oversight to the Technical Assistance and Corrective Action Section in carrying out CalFresh performance improvement efforts focused on timeliness and accuracy. Directs the team's work with County Welfare Department (CWD) leadership to identify and correct deficiencies that impact performance metrics and service delivery. Oversees the development and design of tailored trainings, tools, and resources created by the team to address county-specific challenges. Ensures the delivery of effective presentations and trainings conducted at CDSS and in county offices to promote consistent and sustainable corrective action practices. Provides strategic direction and guidance for statewide travel and county reviews to evaluate and analyze business processes, ensuring that CalFresh operations are efficient, effective, and aligned with state and federal program expectations.

15% Engages in policy and procedure development. Assists with developing program policies and leads developing operational procedures to ensure the CalFresh Branch operates at optimum efficiency and effectiveness while promoting consistency. Coordinates meetings to discuss current policies, procedures and process workflows to identify gaps and opportunities for improvement. Works closely with the CalFresh Policy Section to evaluate the impact of new programs, policies, and procedures. Vets recommended revisions with other key stakeholders and prepares final recommendation to the Branch Chief. Delivers presentations to executive management regarding new policies and their operational impact.

5% Performs other duties as needed.

Because this position directly supports staff in different locations throughout the state and provides direct assistance to 58 counties, the position requires the ability and willingness to travel up to 50% of the time.

B. SUPERVISION RECEIVED:

The County Technical Assistance Section B Chief reports to the County Technical Assistance and Corrective Action Bureau Chief. The Branch Chief provides general direction to the Section Chief in the form of Branch goals, priorities and general expectations relative to the operation of the CalFresh program.

C. ADMINISTRATIVE RESPONSIBILITY:

The County Technical Assistance Section B Chief is responsible for all management functions of the Section, the maintenance of effective policies and procedures and organizational structure and staffing. The Supervisor II may act as the Manager II in the absence of the Manager II.

D. PERSONAL CONTACTS:

The County Technical Assistance Section B Chief has frequent contact with other departmental managers to coordinate activities and to resolve sensitive program issues. Additionally, the Supervisor II meets with management staff from federal agencies, other state departments and county welfare departments, recipient advocate groups and representatives of other states.

E. ACTIONS AND CONSEQUENCES:

Judgment is exercised in the deployment and utilization of staff, communication with the department management, planning and control of projects, personnel and budgetary issues, and contacts with local jurisdictions. Inappropriate decisions can result in poor working relationships with county management staff, failure to meet federal reporting requirements, inability to meet management information needs, invalid data, and the withholding of federal funds or imposition of federal fiscal sanctions involving millions of dollars.

F. OTHER INFORMATION:

Experience with supervision and management, welfare programs and county operations is desirable. Because this position directly supports staff in different locations throughout the state and provides direct assistance to 58 counties, the position requires the ability and willingness to travel up to 50% of the time.