

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Research Data Supervisor II (RDS II Sup)

POSITION NUMBER:

800-655-5737-002

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

RADD/Research &amp; Data Insights Branch

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

Insights Bureau/Dashboard &amp; Data Integration

SUPERVISOR'S NAME:

Hilary Berwick

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.

The incumbent directly supervises 2 RDS (Supervisor) Is and 2 Research Data Specialists (RDS) IIs

Total number of positions for which this position is responsible: 10

**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 Research, Automation, and Data Division's (RADD) mission is to improve the way the Department collects, manages, and deploys data to support the efficient, effective, and equitable delivery of government social services. RADD manages major statewide initiatives to streamline and automate eligibility determination and benefit administration for key safety net programs, and leads efforts such as human-centered design, data governance, automation and continuous quality improvement, data visualization and analysis, and research partnerships to improve client outcomes and promote program integrity. Across these efforts, RADD provides coaching to the Department on all aspects of the data lifecycle.

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**CONCEPT OF POSITION:**

Under direction of the Research Data Manager (RDM) the RDS II Sup serves as the chief of the Dashboard and Data Integration Section. The RDS II Sup is responsible for providing reasonable access to meaningful and linked CDSS administrative data through the data warehouse, self-service dashboards, and custom reports. The RDS II Sup is also responsible for working with Information Systems partners to configure and maintain an enterprise data pipeline which supports quality and efficient data delivery. Additionally, the RDS II Sup provides collaborative coaching and training on business intelligence processes, strategies, and best practices to CDSS programs and program partners.

**A. RESPONSIBILITIES OF POSITION:**

- 35%: Plans and establishes section goals, priorities and objectives. Develops work plans and monitors staff in meeting goals and objectives. Reviews and assesses staff performance informally (through 1:1 conversations) and through official probation reports and appraisals. Evaluates and provides feedback to staff to aid in their professional development, identifying and supplying training as appropriate. Directs other administrative activities including personnel actions, disciplinary actions, recruitment, budget, space and equipment.
- 30%: Acts as a data lead and data consultant to small or large agile teams with internal and external stakeholders to develop action items for data linkages and dashboard design throughout the project. Direct staff in data extraction and analyses projects across various CDSS programs in order to gain holistic insight into CDSS clients and their interactions with multiple benefit programs (potentially programs managed by other state departments). Collaborate with the other areas within the division and department to ensure data sharing agreements include appropriate information to successfully create research analytic files for key CDSS projects. Represent the division and the Department in meetings related to data linkages, data analysis, and data sharing. Oversee the development of multi-program reports, reviewing all data products for usefulness and readability. Develop and maintain best practice methodologies for linking clients across multiple agencies.
- 25%: Work with Information Systems partners and key internal stakeholders to develop and maintain a streamlined and automated data pipeline which allows for efficient data security, access, and governance. Develop documentation on data dictionaries or catalogs as needed. Create standard data governance policies, best practice guidance, and standard operating procedures for use by other division and department staff. Collaborate with department data teams to establish and maintain department "sources of truth" and carefully curated analytic files that allow for timely and accurate reporting and research analysis.
- 10%: Participate in strategic planning, program/policy changes, and organizational changes due to legislative changes and budgetary fluctuations, and input from counties. Acts on behalf of the RDM and other duties as appropriate for the classification.

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B. SUPERVISION RECEIVED:

This position reports directly to and receives general direction from the RDM. The RDS II Sup has discretion and must exercise considerable independence, initiative, and resourcefulness in carrying out his/her responsibilities.

C. ADMINISTRATIVE RESPONSIBILITY:

The RDS II Sup is responsible for all management functions of the Section, the maintenance of effective policies and procedures and organizational structure and staff. The RDS II Sup functions as the Assistant Bureau Chief on all data linkage, data pipeline, and self-service data delivery matters.

D. PERSONAL CONTACTS:

The RDS II Sup 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 RDS II Sup represents the Bureau Chief as needed.

E. ACTIONS AND CONSEQUENCES:

The RDS II Sup oversees a variety of sensitive functions that range from assisting in the annual budget process, to developing public-facing dashboards that convey sensitive information about California's most vulnerable populations. This section provides the hub of human-centered design data analytic files, connecting isolated information from different programs to profile the experience of a single recipient. It is imperative this work is of the highest professional quality and provides both internal RADD researchers as well as external academic partners with valid analytic files that provide the foundation for sound research findings and data insights. Failure to monitor RDS (Supervisor) I work may, at best, result in an inability for policy-makers to have timely data insights to inform key decision making but may, at worst, result in incorrect or mis-characterized data insights that appear sound and lead to poor policy decisions.

F. OTHER INFORMATION:

Desirable qualifications for this position would be a person who has strong supervision, interpersonal and statistical skills, and ability to analyze complex issues from a multitude of perspectives. The RDS II Sup must be able to effectively direct the two RDS (Supervisors) I in a manner that meets the departmental needs, and to assess and formulate policies for the wide array of programs under the umbrella of the department. In addition, the incumbent must be able to motivate and supervise a diverse group of professionals, technical and clerical staff. It is also desirable for the candidate to have familiarity with data infrastructure technology (such as cloud platforms, ETL tools, data warehouses, etc.) or a willingness to learn about this technology.