

## 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

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

County Technical Assistance Bureau/Corrective Action Sectic

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)*  
Up to 50% Travel Required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE

I have read this duty statement and agree that it represents the duties I am assigned.

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.

Up to four (4) Analyst I/II

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, the CalFresh County Technical Assistance 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:**

The Corrective Action Supervisor (Supervisor I) serves as the supervisor of the Corrective Action Unit within the County Technical Assistance Section B. Under the general direction of the Supervisor II (County Technical Assistance Section B Chief, the Corrective Action Supervisor provides leadership and oversight of professional staff engaged in corrective action activities designed to improve CalFresh program accuracy and timeliness. The incumbent is responsible for planning, directing, and coordinating the work of Corrective Action Analysts (Analysts I/II) who perform analytical, monitoring, and technical assistance duties related to county corrective action efforts. The ensures that corrective action plans (CAPs) are developed, implemented, and monitored effectively, and that counties receive timely and accurate feedback and support to address root causes contributing to Payment Error

**A. RESPONSIBILITIES OF POSITION:**

The Corrective Action Supervisor (Supervisor I) has a thorough understanding of State of California administrative functions and demonstrates effective leadership and sound judgment in managing staff and program activities within the CalFresh Corrective Action Unit. The incumbent exercises initiative, independence, and creativity in implementing policies and procedures that support the goals of the County Technical Assistance Section B and the County Technical Assistance and Corrective Action Bureau within the CalFresh Branch. The Corrective Action Supervisor (Supervisor I) communicates effectively, fosters a cooperative and professional work environment, and maintains productive working relationships with state and county partners. The incumbent works under pressure to meet deadlines, ensures quality and timeliness of unit deliverables, and maintains consistent, reliable attendance in the performance of the duties described below.

30%

Supervises a team of Analysts who are assigned to monitor and support county corrective action activities. Provides guidance, technical direction, workload management, and ongoing coaching to ensure high-quality analysis and communication.

20%

Oversees the development, tracking, and evaluation of county Corrective Action Plans, ensuring that strategies are measurable, time-bound, and aligned with federal and state program requirements.

20%

Reviews county performance data to identify emerging trends, recurring error causes, and areas requiring additional support. Ensures data integrity and consistency across county reports and statewide dashboards.

10%

Represents the Corrective Action Section in meetings, workgroups, and conferences. Communicates findings, progress updates, and best practices to internal and external partners.

10%

Collaborates with County Welfare Departments (CWDs), CalFresh Operations Bureau staff, and partner divisions (e.g., RADD, Policy, ME, and QC) to provide targeted support that addresses deficiencies and strengthens county performance.

5%

Contributes to the development of corrective action guidance, tools, templates, and training materials to standardize practices across counties and improve compliance with federal Food and Nutrition Service (FNS) requirements.

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

C. ADMINISTRATIVE RESPONSIBILITY:

The Corrective Action Supervisor (Supervisor I) is responsible for all management functions of the Unit, the maintenance of effective policies and procedures and organizational structure and staffing. The Corrective Action Supervisor (Supervisor I) may act as the Supervisor II in the absence of the Supervisor II.

D. PERSONAL CONTACTS:

The Corrective Action Supervisor (Supervisor I) has frequent contact with other departmental managers to coordinate activities and to resolve sensitive program issues. Additionally, the Corrective Action Supervisor (Supervisor I) 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.