



- Current
- Proposed

Civil Service Classification: Supervisor I
Working Title: Quality Assurance Manager
Division Branch Name: Division of Home & Community Living
Incumbent: Vacant
Position Number: 797-731-4800-001
Effective Date: TBD
Conflict of Interest (COI): Y
FLSA Status: Exempt
CBID: S01
Tenure: Permanent
Time Base: Full-Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

DESCRIPTION:

Under the general direction of the Person-Centered Navigation Branch (PCN), Chief (Manager II), the Supervisor I, serves as the first level working supervisor that oversees all activities related to ADRC program quality assurance, training and development, process improvements, and collaboration with stakeholders, and general leadership to the ADRC Section; collaborates with the ADRC Advisory Committee ADRCs, State departments, and other ADRC stakeholders; and communicates in a clear and organized manner. These tasks require a high level of interpersonal, analytical, and communication skills as well as independence of action in carrying out assigned responsibilities.

These duties are broadly defined as follows.

ESSENTIAL JOB FUNCTIONS:

40% **Quality Assurance and Oversight**

Develop and enhance quality assurance processes for monitoring ADRC partnerships to ensure program standards are met and processes support effective oversight by working with Branch Chief and subordinates. Provides expertise, guidance, training, and assistance on a regular basis to subordinate and other staff working on designation/re-designation and grant management of ADRC partnerships ensuring designation criteria reflect program standards, processes are efficient, stakeholder input is received, and program integrity is maintained. Participates in grant management activities, including selection of recipients, contracting, reporting, and compliance with ADRC Infrastructure Grants Program requirements and standards. Oversee data collection, reporting, and analysis to support development of recommendations using Microsoft Forms, Excel, and other Office applications for improving service delivery, program standards, outreach and other advancement efforts. Oversee the development, implementation, and delivery of ongoing statewide training, including person-centered approaches, information and referral, options counseling, service coordination, and transition services, for local ADRC partnerships and stakeholders, using training curricula, instructional materials, and virtual and in-person training platforms. Overnight travel statewide and via car and/or plane may be necessary to perform monitoring, training, and other quality assurance and oversight responsibilities.

40% Supervision and Leadership

Supervises a team to ensure they meet performance standards and departmental goals. Conducts regular one-on-one meetings to provide direction, feedback, and support. Completes probationary reports, annual performance evaluations, and other personnel documentation in a timely manner. Addresses performance concerns and implements corrective or progressive discipline as needed, in consultation with Human Resources. Oversees recruitment and hiring processes, including developing duty statements, screening applications, participating in candidate interviews, and making recommendations for selection. Identifies staff training and development needs, ensures completion of mandatory state and departmental trainings, and provides appropriate learning opportunities. Promotes knowledge transfer, cross-training, and succession planning within the unit. Mentors and coaches staff to support professional growth and development. Oversees administrative functions, including timesheet review and approval, leave tracking, workload distribution, policy compliance, and documentation management, to maintain efficient operations and a well-supported team. Ensures all program operations and personnel practices align with applicable bargaining unit agreements, state policies, and equal employment opportunity (EEO) standards and objectives.

15% Partnership and Collaboration

Promotes, develops, and maintains collaborative working relationships with local, State, and federal stakeholders (e.g., ADRC Advisory Committee) on program, policy, and implementation issues related to the ADRC program and Aging & Disability No Wrong Door initiative to ensure alignment, coordination, and effective program implementation. Engages



stakeholders for development and implementation of program standards, processes, sustainability plans, etc. to ensure program consistency and long-term viability. Represents the Department in addressing ADRC-related topics in meetings, work groups, and committees with internal and external stakeholders using presentations, handouts, and/or outreach materials. Advise and consult with the Branch Chief and key departmental staff to maintain open and positive business relationships and support program direction, using regular meetings, policy discussions, and internal communication channels. Provides input to federal and State officials on proposed statutes, regulations, or policy guidelines to support development of effective and compliant policies, using policy analysis, written recommendations, and formal feedback processes. Oversees ADRC website maintenance by updating content and ensuring accessibility to provide accurate, current, and compliant public information, using accessibility standards, and program materials. Overnight travel statewide and via car and/or plane may be necessary to conduct presentations, attend meetings/conferences, and participate in other stakeholder engagement activities.

MARGINAL JOB FUNCTIONS:

5% Performs other related duties as required.

TRAVEL: Occasional statewide travel, up to 20%

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:



- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- Duties meet class specification and allocation guidelines.
- Exceptional allocation, STD 625 on file.

Analyst initials: PS Date Approved: 4/29/26

Revision Date (if applicable): _____