

State of California - Department of Social Services

CURRENT DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Supervisor I

POSITION NUMBER:

800-907-4800-016DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)***Quality Assurance Monitoring & Reimbursement Bureau**BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)***Reimbursement Unit**

SUPERVISOR'S NAME:

Avita Singh

SUPERVISOR'S CLASS:

Supervisor IISPECIAL 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 Reimbursement Unit Manager (Supervisor I) directly supervises and evaluates the performance of three Analysts and two Program Technicians III's.

Total number of positions for which this position is responsible: **5****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 Reimbursement Unit (RU) is to ensure the appropriate interpretation of policy, regulations, and operational processes for Conlan, Provider Reimbursement and Spousal Impoverishment (SI) claims and the Assistance Dog Special Allowance (ADSA) program.

CONCEPT OF POSITION:

Under the direction of the Quality Assurance and Reimbursement Bureau Chief, the Supervisor I, is responsible for overseeing the activities and responsibilities for the accurate and timely adjudication of Conlan, Provider Reimbursement, and SI claims. The Conlan claims are payment requests tied to Conlan-authorized services, SI forms determine spouse financial protections for long-term care cases, and provider reimbursement claims are requests for payment from IHSS service providers. The Supervisor I also oversees the timely review of ADSA applications and determinations. ADSA application requests monthly assistance for care of a service dog.

A. RESPONSIBILITIES OF POSITION:

45% Supervise, plan, and direct the work of analytical staff within the Reimbursement Unit (RU) responsible for processing Conlan, Provider Reimbursement, and SI claims; providing policy interpretation and guidance to case review staff; analyzing case review data; drafting reports of review findings; developing corrective action plans and special reports; and preparing cases for State Hearings. Provide direct oversight to Program Technician staff responsible for reviewing ADSA eligibility applications and making eligibility determinations.

25% Establish unit goals, objectives, and staff assignments, while clearly communicating expectations and priorities. Review employee work products and performance standards to ensure accuracy, quality, and timely completion of assignments. Evaluate staff performance and provide ongoing feedback to ensure Division standards, policies, and deadlines are consistently met.

20 % Manage complex and sensitive policies and procedures related to the notification and claims processes for In-Home Supportive Services (IHSS), including Department of Health Care Services reporting requirements associated with Conlan settlements. Review, update, and implement policies and procedures to ensure compliance and operational effectiveness. Oversee claims processes to maintain administrative continuity and ensure effective coordination between county offices, State IHSS program staff, and other Department programs. Collaborate closely with internal and external stakeholders regarding claims status and the monthly ADSA application export process. Prepare and provide statistical reports to the Branch Chief on claims processed, relieved, and settled, as well as additional ad hoc reports as requested.

5% Facilitate unit meetings; review and approve employee leave and training requests; recruit, interview, and hire new staff; and complete employee performance evaluations. Provide staff training, manage employee-employer relations matters, and implement corrective and/or adverse actions when necessary.

5% Serve as Acting Lead in the absence of the Bureau Chief and perform other duties as assigned by the Bureau or Branch Chief. Provide backup support to the Quality Assurance Manager as needed, including general staff oversight and operational coverage.

B. SUPERVISION RECEIVED:

The Supervisor I of the QA Monitoring Unit will receive general program direction from, and reports directly to the Bureau Chief. On a day-to-day basis the Supervisor I is expected to operate with a significant degree of independence while keeping the Bureau Chief informed on a timely basis of assignment status, problems impeding progress and potential legal, stakeholder or legislative issues and controversies. The Supervisor I must exhibit excellent judgment about when to seek direction and when to operate and make independent decisions.

C. ADMINISTRATIVE RESPONSIBILITY:

The Supervisor I is responsible for all management functions of the unit, including necessary staffing functions and the development maintenance and effective implementation of unit policies and procedures.

D. PERSONAL CONTACTS:

The Supervisor I has regular contact with all levels of Department of Social Services staff, applicant agencies, managed care health plans, provider/appellants, counties, public authorities, stakeholders, other governmental agencies, and the public.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in fulfilling the responsibilities and mission of the unit can result in Conlan, Provider Reimbursement, SI claims and ADSA applications being incorrectly denied or authorized. Additionally, it can result in inappropriate expenditure of public funds, federal audit exceptions, poor public policy, litigation, and political scrutiny and criticism.

F. OTHER INFORMATION:

The Supervisor I must have excellent judgment, superior analytical skills, excellent oral and writing skills, and good interpersonal communication skills. Additionally, the Supervisor I must possess the ability to interact with high-level officials and program stakeholders, negotiate effectively, work well under pressure, and work with minimum direction individually and in a team setting and to foster a positive working environment.