

Employee Name:

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – NAPA**

JOB CLASSIFICATION: STAFF SERVICES MANAGER I (EMPLOYEE RELATIONS)
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1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Supervise a small group of analysts performing journey person level work and personally perform the most difficult or sensitive work. Incumbents in this series are responsible for the effective resolution of a broad range of governmental, supervisory, and or managerial problems. This leadership role is tasked with the specialized coordination and administration of the work of others through their role as a highly skilled, independent consultant with the ability to act authoritatively in a functional specialty.

45% Consults with managers and supervisors throughout the hospital to identify performance, discipline, and/or misconduct issues and develop appropriate plans of correction. Reviews Investigative reports and follows up with investigators as necessary. Makes recommendations to the Executive Director for appropriate administrative response in disciplinary matters, including penalty decisions. Assigns cases to Employee Relations analysts for disposition and may handle the most complex cases personally. Oversees preparation and distribution of notifications to patients as necessary in conjunction with employee discipline matters. Monitors and ensures the hospital's compliance with Office of Law Enforcement Support (OLES) case timelines. Authorizes and/or prepares Administrative Leave notifications related to the service of disciplinary notices. Provides training, consultation guidance, and performance evaluation to analysts assigned to perform employee relations functions.

25% Coordinates with assigned attorneys as needed and assigns staff or personally attends to represent the facility at settlement conferences or appeal hearings before the State Personnel Board (SPB), the California Department of Human Resources (CalHR), the Unemployment Insurance Appeals Board (UIAB), the Department of Industrial Relations (DIR), or other control agencies to which employees may file complaints or appeals.

20% Responsible for the hospital's interactions and dealings with employee organizations. Trains and oversees the Labor Relations Coordinator in responding to grievance or complaint issues. Provides interpretation of Collective Bargaining Agreements and their application, and advises management as needed in the absence of the Labor Relations Coordinator. May attend labor/management meetings as needed.

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10% Ensures timely submissions of Personnel Action reports, semi-annual Governing Body Reports, and other ad hoc reports. Develops and conducts supervisory training relating to employee conduct and discipline, and labor relations issues. Represents facility at meetings and conferences at any/all DSH locations. Performs other duties as assigned.

0% **SITE SPECIFIC DUTIES**
None.

0% **TECHNICAL PROFICIENCY**
None.

2. SUPERVISION RECEIVED

The Staff Services Manager I functions under the general direction of the Human Resources Director (Staff Services Manager III).

3. SUPERVISION EXERCISED

The Staff Services Manager I provides supervision to analysts and support staff assigned to the Employee Relations Unit within the Human Resources Department.

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level.

ABILITY TO:

Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports; utilize interdisciplinary teams effectively in the conduct of studies. Establish and maintain project priorities; develop and effectively utilizes all available resources.

5. REQUIRED COMPETENCIES

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SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace which enable the employee to work effectively.

SITE SPECIFIC COMPETENCIES

None.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

None.

6. LICENSE OR CERTIFICATION – NOT APPLICABLE

7. TRAINING – Training Category = D

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS

EMPLOYEE IS REQUIRED TO:

- Report to work on time and follow procedures for reporting absences;
- Maintain a professional appearance;
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients, and the public; and,
- Comply with hospital policies and procedures.

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date

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Reviewing Supervisor
Signature

Print Name

Date