

State of California - Department of Social Services

DUTY STATEMENT

CLASSIFICATION:

Analyst II

POSITION NUMBER:

800-254-5393-705

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

FEED/Nutrition Programs Branch

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

Employment and Resource Nutrition Bureau

SUPERVISOR'S NAME:

Marilyn Ramirez

SUPERVISOR'S CLASS:

Supervisor I

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.

n/a

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.

n/a

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 & Nutrition Branch provides policy direction, program monitoring and operations support, program outreach, and nutrition education to protect the health of the most at-risk populations of the state.

CONCEPT OF POSITION:

Under the general direction of the Supervisor I, the Analyst II is responsible for a wide range of complex activities including policy analysis and research, stakeholder engagement, and program implementation support for the Summer EBT (S-EBT) program and occasional support for the California Food Assistance Program. In addition, the Analyst II is involved in legislative bill analysis, special projects requiring research and analysis of data, and proactively provides recommendations to management for program improvement. The Analyst II demonstrates the ability to work independently, as well as in a group setting, and maintains effective and ongoing communication with management.

A. RESPONSIBILITIES OF POSITION:

30% Policy Analysis and Research: Conduct thorough analysis and research on existing and proposed state and federal regulations relevant to the S-EBT program. Provide interpretation and guidance on policies to internal and external stakeholders, ensuring compliance with state and federal regulations. Serve as the primary point of contact for stakeholders regarding S-EBT policy issues. Prepare issue papers and written recommendations for decisions or clarification on new and existing program matters for leadership review and consideration. Track bills that impact the S-EBT program and provide bill analysis when requested.

20% Program Outreach and Communication: Develop and disseminate program outreach materials, ensuring they are clear, accurate, and accessible to diverse audiences. Develop social media campaigns and automatic messaging notices for dissemination to program participants. Draft All County Letters (ACLs) and other official state correspondence to communicate policy updates and program changes. Assist in the development of CFAP outreach materials and other communication efforts as needed. Prepare presentations and training materials to facilitate coordination within and external to the Department.

15% Escalated Case Reviews: Review and address escalations related to the S-EBT program, including complex cases where a participant's eligibility, benefits, or specific circumstances are complicated and need more in-depth analysis. Collaborate with management and partners at the California Department of Education to resolve escalations efficiently and in compliance with program guidelines.

15% Stakeholder Engagement: Engage with internal and external stakeholders, advocates, and other relevant parties, to gather input, provide information, and address concerns related to the S-EBT program. Work closely with the Supervisor I to formulate policies and procedures in response to the needs of stakeholder groups. Proactively coordinate efforts with the other Bureaus within the Branch, other state departments, and external stakeholders such as counties, local education agencies, and other departments responsible for administration of the S-EBT.

10% Special Project Support: Work closely with the SSM I Specialists on special projects directed at improving program effectiveness. Special projects may include contract management support and addressing complaints or appeals.

5% Data Analysis and Reporting: Work closely with the SSM I Specialist to analyze program data to identify trends, assess program effectiveness, and support decision-making. Prepare reports, issue papers, and presentations summarizing findings and providing recommendations for program improvements. Work closely with leadership and the SSM I Specialists to develop data reports and meet federal annual reporting requirements.

5% Perform other duties as assigned.

B. SUPERVISION RECEIVED:

The Analyst II receives general direction from and reports to the Supervisor I. Assignments usually come from the Supervisor I, but may also come from the section chief and/or bureau chief. The Analyst II works independently the majority of the time and is expected to produce complete products. In addition, the Analyst II is expected to coordinate work in progress with all other affected units/organizations. Products are reviewed for completeness and consistency prior to submitting to Supervisor I for approval.

C. ADMINISTRATIVE RESPONSIBILITY:

The Analyst II may be asked to function in a lead capacity and assist in the training of new staff.

D. PERSONAL CONTACTS:

The Analyst II has frequent contact with a wide range of departmental personnel, federal representatives, county welfare department staff, legislative staff, and advocates.

E. ACTIONS AND CONSEQUENCES:

The Analyst II makes recommendations on a range of policy issues that impact program operation. Assignments prepared by the Analyst II will be the basis for making policy decisions that directly affect CFAP and S-EBT program recipients. Lack of knowledge or skill in critical areas and/or poor judgment can adversely impact unit integrity and the success of the projects that the unit oversees.

F. OTHER INFORMATION:

CalFresh, or electronic benefit program experience is very desirable. More important, however, are strong analytical, verbal communication, writing and interpersonal skills. The Analyst II must have working knowledge of the computer and have the ability to use the following programs: Word, Excel, Outlook and Internet browsers. Due to complex and critical assignments, good attendance is expected. Occasional travel and overtime may be required.

State of California - Department of Social Services

DUTY STATEMENTEMPLOYEE NAME: **Vacant**

CLASSIFICATION:

Analyst I

POSITION NUMBER:

800-254-5157-705DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)***FEED/Nutrition Programs Branch**BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)***Employment and Resource Nutrition Bureau**

SUPERVISOR'S NAME:

SUPERVISOR'S CLASS:

Supervisor I**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.

n/a

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.

n/a

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 & Nutrition Branch provides policy direction, program monitoring and operations support, program outreach, and nutrition education to protect the health of the most at risk populations of the state.

CONCEPT OF POSITION:

Under the direct supervision of the Supervisor I, the Analyst I is responsible for a wide range of less-complex activities including assisting with policy analysis and research, stakeholder engagement, and program implementation support for the Summer EBT (S-EBT) program and occasional support for the California Food Assistance Program. In addition, the Analyst I assists with legislative bill analysis, special projects requiring research, and provides recommendations to management for program improvement.

A. RESPONSIBILITIES OF POSITION:

25% Escalated Case Reviews: Review and address less complex escalations related to the S-EBT program, where a participant's eligibility, benefits, or specific circumstances require basic review. Collaborate with management and partners at the California Department of Education to resolve escalations efficiently and in compliance with program guidelines.

25% Program Outreach and Communication: Works closely with the Analyst II and or the Staff Services Manager I Specialist in the development of program outreach materials, ensuring they are clear, accurate, and accessible to diverse audiences. Assist with developing social media campaigns and automatic messaging notices for dissemination to program participants. Copy-edit All County Letters (ACLs) and other official state correspondence to assist with communicating policy updates and program changes. Assist in the preparation of presentations and training materials to facilitate coordination within and external to the Department.

20% Policy Analysis and Research: Conduct thorough analysis and research on existing and proposed state and federal regulations relevant to the S-EBT program. Provide interpretation and guidance on policies to internal and external stakeholders, ensuring compliance with state and federal regulations. Serve as the primary point of contact for stakeholders regarding S-EBT policy issues. Assist in the development of issue papers and written recommendations for decisions or clarification on new and existing program matters for leadership review and consideration. Track bills that impact the S-EBT program and provide bill analysis when requested.

15% Stakeholder Engagement: Assist management and Analysts IIs in preparing for internal and external stakeholder discussions by gathering input, providing information, and addressing concerns related to the S-EBT program. Work closely with the Supervisor I to review policies and procedures in response to the needs of stakeholder groups. Assist with coordinating meetings with the other Bureaus within the Branch, and external stakeholders such as counties, local education agencies, and other departments responsible for administration of the S-EBT.

10% Special Project Support: Work closely with the SSM I Specialists on special projects directed at improving program effectiveness. Special projects may include contract management support and addressing complaints or appeals.

5% Perform other duties as assigned.

B. SUPERVISION RECEIVED:

The Analyst I receives direct supervision from and reports to the Supervisor I. Assignments usually come from the Supervisor I, but may also come from the section chief and/or bureau chief.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The Analyst I has frequent contact with a wide range of departmental personnel, federal representatives, county welfare department staff, legislative staff, and advocates.

E. ACTIONS AND CONSEQUENCES:

The Analyst I makes recommendations on a range of policy issues that impact program operation. Assignments prepared by the Analyst I will be the basis for making policy decisions that directly affect CFAP and S-EBT program recipients. A commitment to development and training is essential. Lack of knowledge or skill in critical areas and/or poor judgment can adversely impact unit integrity and the success of the projects that the unit oversees.

F. OTHER INFORMATION:

CalFresh, or electronic benefit program experience is very desirable. More important, however, are strong analytical, verbal communication, writing and interpersonal skills. The Analyst I must have working knowledge of the computer and have the ability to use the following programs: Word, Excel, Outlook and Internet browsers. Due to complex and critical assignments, good attendance is expected. Occasional travel and overtime may be required.