

DUTY STATEMENT

DS 3022 (09/2026)

**DEPARTMENT OF DEVELOPMENT SERVICES
POPULATION RISK, QUALITY ASSURANCE, AND DATA OPERATIONS
QUALITY ASSURANCE BRANCH
DATA ANALYTICS, SURVEYS, AND METHODOLOGY SECTION**

DUTY STATEMENT

JOB TITLE: SUPERVISOR II**POSITION #:** 472-539-4801-917**WORKING TITLE:** Section Chief**EMPLOYEE:**

POSITION DESCRIPTION: Under general direction, the Supervisor II serves as a Section Chief responsible for developing and implementing policies and procedures having a statewide impact on the Department of Developmental Services (Department) quality assurance projects and initiatives. The Supervisor II manages major administrative functions within the Quality Assurance Branch, including but not limited to, managing technical and administrative staff, budget and contract development and negotiation, formulating and implementing policies and procedures affecting quality assurance practices at the 21 regional centers, developing statewide quality improvement strategies, and making recommendations on highly sensitive issues impacting future program structure and funding. This key position requires a person with strong supervisory and teambuilding skills and the ability to effectively collaborate and negotiate both within the Department and with external communities in the performance of duties.

SUPERVISION EXERCISED: Provides supervision and direction to analytical and specialist staff.

SUPERVISION RECEIVED: Reports to and is under general direction of the Assistant Branch Chief, Manager II, of the Quality Assurance Branch.

EXAMPLES OF DUTIES:Essential Job Functions:

25% Directs the section's most sensitive and complex assignments associated with quality assurance initiatives including coordinating the management of the Quality Incentive Program data collection, tracking, and analysis, the Quality Assessment Advisory Group, the National Core Indicators Quality Assessment Project, and systemic quality improvement initiatives. Develop and conduct presentations throughout the state related to quality management projects, initiatives and outcomes.

- 20% Assign, direct, and supervise the activities of section staff. Develop or oversee section staff development of trainings, technical assistance, informational materials, data and analytical reports, and controlled correspondence related to the section's areas of responsibility. Complete staff performance reports and authorize training, travel, and use of time.
- 20% Manage major projects through budget and contract development and negotiations, clarification of expectations, development of plans, scheduling of timelines, and monitoring/reporting of progress toward and achievement of outcomes. Assign, direct and supervise the work of the assigned section to carry out the activities and objectives of Department regarding its quality assurance projects and initiatives.
- 20% Review, monitor and evaluate regional center and service provider operations through quality assurance initiatives, and provide technical assistance and training to the Department, regional center and service provider staff.
- 10% Meet and confer with the Department and regional center staff, service providers, parent groups, community service providers, local, state and federal officials, and legislative staff concerning California's community service programs.

Marginal Job Functions:

- 5% Other duties as assigned within the scope of the classification.

WORKING CONDITIONS: Work is performed in an open-spaced partitioned office environment. The position requires managing tight timelines and multiple priorities. Up to 20% statewide travel may be required. This position is a hybrid, in-office/telework position, and may be subject to change. Incumbent can be required to report to the office, or any designated location at any time. Telework agreements can be modified and/or cancelled at any time.

DESIRABLE QUALIFICATIONS:

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services; government structure, organization and function; formal and informal aspects of the legislative and budgeting process; the developmental disabilities services system and related statutory and regulatory requirements; principles, practices and techniques of contract development and negotiations; planning, policy and systems/management analysis and program evaluation; project management principles, including work plan development and budgeting; quality assurance and risk management principles and techniques; and analytical concepts, principles and techniques.

Ability to: Manage multiple projects in order to meet departmental goals and objectives; communicate effectively; develop and maintain cooperative and harmonious relationships with Department staff, regional center staff, contractors, other state agencies, community service providers, the public and others; analyze situations accurately and take effective action; apply analytical concepts, and reason logically and creatively to develop and recommend solutions or policy; analyze data and present ideas and information effectively; apply quality assurance and risk management principles and techniques; review and edit written reports; establish and maintain project priorities; and represent Department professionally.

CERTIFICATION OR LICENSE: None.

Employee Name
(Print)

Employee Signature

Date

Supervisor Name
(Print)

Supervisor Signature

Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.