

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

TBD Proposed

CLASSIFICATION:

Supervisor II

POSITION NUMBER:

800-807-4801-002

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

CCLD/PTQIB/ACB

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

CCLD/PTQIB/ACB

SUPERVISOR'S NAME:

Chris Unzueta

SUPERVISOR'S CLASS:

Manager II

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 SIGNED

EMPLOYEE'S SIGNATURE

DATE SIGNED

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 Supervisor II directly supervises 3 (three) Supervisor I positions; one (1) Supervisor I in the Vendor Support and Review Unit and one (1) Supervisor I in the Administrator Examination Unit and one (1) Supervisor I in the Administrator Certification Processing Unit.

Total number of positions for which this position is responsible: 22

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification this position leads.

N/A

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Administrator Certification Bureau (ACB) is to develop and proctor mandated exams for prospective Community Care Licensing (CCL) facility administrators, process and approve initial and renewal administrator certificate applications, and approve and monitor all training programs for administrators of licensed Residential Care Facilities for the Elderly (RCFE), Adult Residential Facilities (ARF), Short Term Residential Therapeutic Program (STRTP) and Group Homes (GH). The ACB is tasked with ensuring that administrators complete approved training programs that provide them with the skills and knowledge needed for them to effectively perform their administrative duties and support the health, safety and well-being of California's most vulnerable residents in care.

CONCEPT OF POSITION:

Under the supervision of the Assistant Branch Chief, the incumbent is responsible for the full range of duties of a Supervisor II. Duties include the areas of budgeting; continuous quality improvement; business process analysis and data driven decision making, administrative and support staff services; program and IT project management; employee development, supervision, and training; policy and procedure development and implementation; personnel relations; recruitment, selection, and retention, and formal and informal aspects of the legislative process. Assures the Administrative Certification program meets CCLD equity goals and expectations. The incumbent oversees and supervises the work of nineteen (19) subordinate administrative, analytical and technical staff, through subordinate supervisors and is responsible for the compliance oversight of third-party training vendors, and all functions related to certifying administrators for Children's Residential and Adult and Senior Care Residential Facilities.

A. RESPONSIBILITIES OF POSITION:

- 40% Program Management/Oversight:** Plan, organize, and direct the work of program administrative, technical, supervisory and professional staff in ACB who perform a variety of tasks, including but not limited to: processing administrator certification applications, approve training vendors and their course curriculum, budget change proposals, regulation development, data mining and analysis, examination development and proctoring, form development, report writing administrative action research and development, complaint investigations, and telephone service. Integrates CCLD equity goals and expectations into all aspects of ACB business processes. Oversee personnel issues, staff training and performance.
- 35% Policy, Procedure Development and Implementation:** Evaluate business processes, practices and workflow and oversee the development and implementation of new or modified policies, procedures and performance expectations. Develops methods to monitor and assess the results of new or modified policies, procedures and performance expectations as they relate to customer needs and CCLD goals. Provides oversight of the development, implementation and maintenance of system enhancements and new automation. This includes guiding system design based on established policies and procedures, identifying and escalating system issues for resolution, collaborating with internal stakeholders to ensure system functionality aligns with program requirements, and supporting system improvements that streamline and strengthen business processes. Monitors funding of program in accordance with the approved budget and certification fund and develops workload projections and standards. Directs the preparation of legislative proposals and analyses affecting varying areas of responsibility. Oversees the analysis of proposed legislative regulatory, policy and procedure changes identified for the program that result in changes to program mandates, processes, and/or fees, oversees the preparation of written analyses and makes appropriate recommendations.
- 20% Program Analysis/Representation:** Coordinates the development of work related to the Administrator Certification Program effectiveness. Represents the Bureau/Branch/CCLD in meetings with internal and external stakeholders and general public. Oversees the development and implementation of stakeholder engagement activities to assure human centered and equitable policy, regulation, legislation, and business process development. Oversees the development of program materials including but not limited to the CCLD website and ACB WIRE communications to assist the community in accessing and complying with the statutory and regulatory requirements of the Administrator Certification Program.
- 5% Administrative and Support Staff Services:** Reviews and approves unit workload reports, monthly data reports, telework agreements, timesheets, procurement forms, and contracts/agreements for software services. Performs other duties as required.

B. SUPERVISION RECEIVED:

The Supervisor II receives direction from and reports to the Assistant Branch Chief of PTQIB. The Supervisor II acts with a high degree of independence.

C. ADMINISTRATIVE RESPONSIBILITY:

The Supervisor II is responsible for all management functions of ACB, the maintenance of effective policies, procedures, organizational structure and staffing. The Supervisor II is also responsible for directing ACB staff efforts in the achievement of Bureau/Branch/Division/Department goals and objectives.

D. PERSONAL CONTACTS:

The Supervisor II has frequent contact with internal stakeholders to collaborate and report on program activities. Additionally, the Supervisor II may represent the Department in meetings, conferences, and/or hearings with various provider groups, Office of Administrative Hearings, legislative staff, approved certification training vendors, certified administrators and others to discuss, analyze and resolve sensitive issues related to training, advocacy and field support matters and engage stakeholder groups in key policy and business process development.

E. ACTIONS AND CONSEQUENCES:

The Supervisor II exercises judgment in making decisions affecting all aspects of ACB. Poor judgment and decisions can adversely impact ACB and PTQIB morale and effectiveness and could diminish the Department's credibility with the public and provider community.

F. OTHER INFORMATION:

Experience in project management, business process evaluation, budgeting, personnel and customer service is essential.