STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF AGING
DUTY STATEMENT
CDA 9003 (REV 06/2024)

☐ Current
☒ Proposed

Civil Service Classification:	Supervisor I
Working Title:	Program Supervisor
Division Branch Name:	Division of Home & Community Living – Person Centered Navigation Branch
Incumbent:	VACANT
Position Number:	797-732-4800-002
Effective Date:	TBD
Conflict of Interest (COI):	Y
FLSA Status:	Exempt
CBID:	S01
Tenure:	Permanent
Time Base:	Full-Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

DESCRIPTION:

Under the general direction of the Health Insurance Counseling and Advocacy Program (HICAP) Section Chief (Supervisor II), the Supervisor I, serves as the first level working supervisor that oversees the HICAP Section's program operations, and supervises a team of program analysts that are responsible for a variety of program operation responsibilities, including program planning, assessment, and evaluation; general program coordination; formulation of policies, procedures, and program alternatives; and planning, implementing, and conducting training. This position supports Area Agencies on Aging (AAA) administration and local management of HICAP services, and grant management of the State Health Insurance Assistance Program (SHIP) and Medicare Improvements for Patients and Providers Act (MIPPA) federal grants. The position is expected to be a subject matter expert on program administration and retain the equivalent knowledge-level of a certified SHIP counselor. These responsibilities require a high level of interpersonal, analytical, and communication skills as well as independence of action in carrying out assigned responsibilities.

ESSENTIAL JOB FUNCTIONS:

40% **Program Team Support and Oversight**

Oversees the completion of staff work that supports program planning, assessment, and evaluation of AAA administration and local management of HICAP and MIPPA services across the State. Oversees the completion of program support and technical assistance provided to internal and external customers by direct reports. Continuously develops and implements quality assurance and process improvements to ensure program standards are met and support effective oversight by working with the HICAP Section Chief and team members. Provides expertise, guidance, training, and assistance on a regular basis to direct reports and other team members working on program administration, grant management, and data reporting to ensure program standards are adhered to, processes are efficient, stakeholder input is received, and program integrity is maintained. Participates in grant management activities, including the development of grant applications, work plans, program guidance, reporting, and compliance with State and federal requirements for the SHIP and MIPPA grant projects. Oversees data and information collection, reporting, and analysis using Microsoft Forms, Excel, other Office applications to improve HICAP Section processes, program standards, and technical assistance. Oversees the development, implementation, and delivery of ongoing statewide training by direct reports, regarding program administration and management, data reporting, and counselor training.

40% **Supervision and Leadership**

Supervises a team to ensure they meet performance standards and departmental goals. Conducts regular one-on-one meetings to provide direction, feedback, and support. Completes probationary reports, annual performance evaluations, and other personnel documentation in a timely manner. Addresses performance concerns and implements corrective or progressive discipline as needed, in consultation with Human Resources. Oversees recruitment and hiring processes, including developing duty statements, screening applications, participating in candidate interviews, and making recommendations for selection. Identifies staff training and development needs, ensures completion of mandatory state and departmental trainings, and provides appropriate learning opportunities for direct reports to grow their subject matter expertise on program administration, program management, and retain the equivalent knowledge-level of a certified SHIP counselor. Promotes knowledge transfer, cross-training, and succession planing within the unit. Mentors and coaches staff to support professional growth and development. Oversees administrative functions, including timesheet review and approval, leave tracking, workload distribution, policy compliance, and documentation management, to maintain efficient operations and a well-supported team. Ensures all program operations and personnel practices align with applicable bargaining unit agreements, state policies, and equal employement opportunity (EEO) standards and objectives.

15% **Partnership and Collaboration**

Promotes, develops, and maintains collaborative working relationships with local, State, and federal stakeholders (e.g., HICAP Program Managers) on program, policy, and implementation issues related to HICAP, and the SHIP and MIPPA grant projects, to ensure alignment, coordination, and effective program implementation. Engages stakeholders for development and implementation of program standards and processes to ensure consistency. Represents the Department in addressing HICAP-related topics in meetings, work groups, and committees with internal and external stakeholders using presentations, handouts, and/or outreach materials. Advise and consult with the HICAP Section Chief and key departmental staff to maintain open and positive business relationships and support program direction, using regular meetings, policy discussions, and internal communication channels. Provides input to federal and State officials on proposed statutes, regulations, or policy guidelines to support development of effective and compliant policies, using policy analysis, written recommendations, and formal feedback processes. Oversees HICAP and MIPPA file-sharing and website maintenance by updating content and ensuring accessibility to provide accurate, current, and compliant public information, using accessibility standards, and program materials.

MARGINAL JOB FUNCTIONS:

5% Performs other job-related duties as assigned.

TRAVEL: Occasional statewide travel, up to 15%

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF AGING
DUTY STATEMENT
CDA 9003 (REV 06/2024)

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date **Supervisor's Name and Title**

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

☒ Duties meet class specification and allocation guidelines.

☐ Exceptional allocation, STD 625 on file.

Analyst initials: _____ Date Approved: _____

Revision Date (if applicable): _____