

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Branch Secretary

POSITION NUMBER:

800-011-1176-910

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

Office of Equity (OOE)

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

Office of the Foster Care Ombudsperson

SUPERVISOR'S NAME:

Larry Fluharty

SUPERVISOR'S CLASS:

CEA A

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)

Appointee must pass fingerprint clearance.

Current and former foster youth shall have priority when hiring.

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.

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.

MISSION OF ORGANIZATIONAL UNIT:

The purpose of the Foster Care Ombudsperson's Office (the Office) is to receive and investigate complaints about the physical and mental health and safety of individual foster children and their care providers. The Office receives and responds to inquiries concerning general child welfare policies and processes received from the public, advocacy groups, federal departments, the Legislature and Congress. Additionally, the Office creates an annual report, brochures, posters and other written material and provides training and presentations to professional, community and foster youth organizations and groups about the Office's duties and responsibilities and the rights of children in foster care.

CONCEPT OF POSITION:

The Branch Secretary under the supervision of the Foster Care Ombudsperson performs difficult, responsible and independent tasks designed to support the Branch Chief and provides clerical support to the staff of the Foster Care Ombudsperson Program.

A. RESPONSIBILITIES OF POSITION:

25% Arrange correspondence for Branch Chief's personal reply in order of priority with appropriate background material attached for reference; independently or in accordance with general instructions, compose correspondence on a wide range of subjects requiring a thorough knowledge of the procedures and policies for the office. Review outgoing correspondence prepared by other staff members for Branch Chief's signature for consistency with administrative policy as well as for format, grammatical construction and clerical error; establish and maintain control logs to ensure that critical actions are completed timely. Follow up on overdue assignments. Attend meetings and conferences, record meeting minutes. Type and format a variety of written materials including letters, memos, reports, forms, policy directives, legislative proposals, draft regulations and meeting agendas.

20% Processes publication requests. Inputs request for publications into Salesforce and MS Excel tracking sheet. Gathers and prepares publications for mailing. Works with CDSS Warehouse and mailroom to send parcels. Maintains inventory of Foster Youth Bill of Rights materials.

15% Working with Managers and OOE Division's Central Operations Unit creates, assembles, and tracks personnel related documents for hiring, onboarding, and separation of employees.

10% Acts as the OFCO Accessibility Representative (DAR). Ensures all documents and forms meet Department accessibility requirements by becoming DAR certified by the Accessibility Policy Unit.

10% Working with OOE Division's Central Operations Unit establishes administrative processes and procedures for effective and efficient operations of all support activities within the Branch and as lead secretary, provides training to support staff. Establishes and maintains confidential and administrative Branch files; prepare program related reports; Maintain Branch Chief's calendar, prepare itineraries, travel documents, make travel arrangements, arrange meetings, meeting rooms, conferences and prepare agendas, Organizational Charts.

10% Enters information into case management system databases and the Virtual Contact Center; responsible for day-to-day maintenance and generating reports on a routine basis and communicates the less technical needs for updates/revisions to the databases.

5% Acts as the OFCO Public Records Act (PRA) & Controlled Correspondence Coordinator for the Branch and responds to PRA requests from the Legal Division and the Division PRA Coordinator. Tracks, gathers, extracts and provides analysis for out-of-state and in-state travel requests which include conferences, training and outreach activities performed by Branch staff.

5% Acts as backup for Office Technician & Attendance Coordinator, other duties as assigned.

B. SUPERVISION RECEIVED:

The Ombudsperson directly supervises the Branch Secretary. The Branch Secretary is required to utilize initiative and a high degree of independence in completing assignments.

C. ADMINISTRATIVE RESPONSIBILITY:

D. PERSONAL CONTACTS:

The Branch Secretary may have daily contact with foster children, county staff, foster care providers, attorneys, the public, and various levels of Department staff. The Branch Secretary must have excellent communication skills, good attendance, good judgment and tact, be flexible in order to meet changing priorities, and be able to handle a variety of assignments under stressful conditions.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in prioritizing assignments or to provide timely, accurate work could result in unmet deadlines and cause the foster youth not to receive appropriate assistance. Failure to use tact and sensitivity in dealing with foster youth, foster care providers, attorneys, and other contacts would place the Office of the Foster Care Ombudsman in an unfavorable position.

F. OTHER INFORMATION:

The OFCO values diversity and is committed to fostering an environment in which employees from diverse backgrounds, cultures, and personal experiences are welcomed and can thrive. The OFCO believes the diversity of our team and their unique ideas inspire innovative solutions to further our mission of resolving complaints related to Foster Youth Rights, and the care, services, and placement of children in foster care. The OFCO seeks a diverse pool of applicants including those from historically marginalized groups or those who have lived experience in the foster care system.