

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant (Proposed)

CLASSIFICATION:

Analyst II

POSITION NUMBER:

800-522-5393-xxx

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

Children and Family Services Division

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

Children's Services Operations Bureau

SUPERVISOR'S NAME:

Denise Belcher

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)

Fingerprint clearance required. Minimal travel required to attend off-site meetings and participate in county on-site reviews.

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.

None

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.

None

MISSION OF ORGANIZATIONAL UNIT:

The Children's Services Operations Bureau supports safety and empowerment of children through data driven practice, policy and prevention efforts.

CONCEPT OF POSITION:

Under the general direction of the Supervisor I of the Children's Services Inquiry and Response Unit, the Analyst II is responsible for the intake, review and response to compliance concerns raised through the Social Worker Empowerment Hotline, and the Indian Child Welfare Act (ICWA) Hotline, as well as all concerns raised by constituents in response to general child welfare activities. This position is responsible for handling highly sensitive and confidential information.

A. RESPONSIBILITIES OF POSITION:**25% Policy & Procedure Development and Review**

- Develop and implement policies and procedures for the handling and disposition of complainant concerns regarding ICWA compliance and general child welfare activities. Provides technical assistance to senior level staff and county department executives (Agency Directors, Deputy Directors, Tribes, etc.)
- Facilitates the implementation of policy and procedures to receive and review concerns from social workers and other California constituents. Monitor project issues and work with stakeholders to develop time frames for corrective actions. Identify risk factors, develop and present recommendations to local and state agencies to facilitate decisions.

15% Leading & Conducting On-Site County Reviews and Stakeholder Engagement

- Assists in leading and conducting on-site county reviews of hotline reports relating to sensitive confidential compliance related complaints, including creating and delivering technical assistance.
- Acts as a field lead or co-lead for these reviews requiring extensive interaction with county staff and high-level county executives (Agency Directors, Deputy Directors, Boards of Supervisors, Chief Administrative Officers, etc.).

15% Targeted Internal & External Stakeholder Engagement

- Collaborate throughout the division to gather and provide information on recurring ICWA compliance issues.
- This includes leading and facilitating work groups involving key stakeholders as well as consolidating information and developing recommendations for consideration.

15% Triage Incoming Hotline Reports

- Responsible for receiving and responding to concerns received through the ICWA Compliance and the Social Worker Empowerment Hotlines.
- Activities include answering phone calls, reviewing policies, evaluating data, drafting official correspondence, communicating and collaborating with internal and external stakeholders.

15% Analytical Case Reviews

- Research and extract data from California's Child Welfare Services system of record for case documentation, internal databases, and public sources to evaluate practice at the local level.
- Create and draft high level justifications and issue papers for the directorate. Participate in briefings for CDSS executive staff regarding issues raised and make recommendations for departmental action.

10% Case Review Support – Data and Policy Monitoring

- Develop and draft sensitive, complex, and high-level documents (planning documents, confidential draft proposals, etc.) to assist management and executive staff to use during legislative hearings.
- Responsible for developing and inputting data into complex spreadsheets and using data to inform decision making.

5% Other Duties As Required - Other duties as related to the Children's Services Operations Bureau.

B. SUPERVISION RECEIVED:

The Analyst II is directly supervised by the Supervisor I of the Children Services Inquiry and Response Unit.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The Analyst II will have frequent contact with county Social Services staff, other Departmental employees, advocates, and members of the general public. Tact, diplomacy, discretion, good judgment and the ability to work collaboratively is essential.

E. ACTIONS AND CONSEQUENCES:

Failure to provide accurate information and courteous customer service to members of tribal sovereign nations, county staff, and other stakeholders could result in a negative public image of the Department (and of state government as a whole) that could increase the difficulty of fulfilling our mandate to serve the public.

F. OTHER INFORMATION:

Knowledge of the state's child welfare system and ICWA compliance federal / state regulations is highly desired. Excellent technical writing skills, excellent verbal communication skills, the ability to work cooperatively and effectively as part of a team, and the ability to complete assignments in a timely manner is highly desired. The Analyst II must have solid skills in Microsoft Word, Excel and PowerPoint. The Analyst II must handle sensitive information and / or confidential data with discretion.

State of California - Department of Social Services

DUTY STATEMENT

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Vacant (Proposed)

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Analyst I

POSITION NUMBER:

800-522-5157-xxx

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Children and Family Services Division

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

Children's Services Operations Bureau

SUPERVISOR'S NAME:

Denise Belcher

SUPERVISOR'S CLASS:

Supervisor I

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CONCEPT OF POSITION:

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A. RESPONSIBILITIES OF POSITION:**40% Program Support and Coordination**

- Under the direct supervision of the Supervisor I, assists in coordinating and supporting program activities regarding compliance and general child welfare.
- Collaborate with internal staff to receive and review compliance related concerns through the Social Worker Empowerment Hotline & the ICWA Hotline.

25% Case Review Support – Data and Policy Monitoring Assistance

- Research and extract less complex data from California's Child Welfare Services system of record for case documentation, internal databases, and public sources to evaluate practice at the local level.
- Research federal and state statutes and regulations related to ICWA compliance, as well as California Department of Social Services (CDSS) administration policies, for the purpose of providing technical assistance to less complex county inquiries.

15% Administrative and Analytical Input & Support

- Responsible for developing and inputting data into spreadsheets and using data to inform decision making. Activities include answering phone calls, reviewing policies, analyzing / evaluating data, drafting official correspondence, communicating and collaborating with internal and external stakeholders.

15% Ongoing Internal Staff Assistance & Support

- Provide ongoing assistance to internal staff as well as back-up support for the Social Worker Empowerment Hotline and the ICWA Hotline and maintaining documentation associated with hotline reports.

5% Other Duties As Required

- Other duties as related to the Children's Services Inquiry and Response Unit.

ANALYST I COMPETENCIES

- * General knowledge of the work of the Children's Services Quality Management Branch, the Children and Family Services Division and the California Department of Social Services.
- * Knowledge of policy-making and administrative processes, including state and federal ICWA regulations, and the roles of the various branches and levels of government.
- * The ability to identify problems, and develop strategies to address problems; the ability to seek mutually-acceptable solutions.
- * The ability to communicate orally and in writing in a well-organized, accurate, clear and concise manner.
- * The ability to plan implementation of and manage assignments to completion within specified time frames.
- * The ability to maintain poise, good humor and flexibility while working in a time-sensitive, deadline-driven, results-oriented environment.
- * Detail oriented with analytical skills and effective editing skills.
- * Skilled in using Microsoft Office (Word, Excel, PowerPoint, Access, Outlook, Teams, and SharePoint).

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C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

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