State of California - Department of Social Services
DUTY STATEMENT

EMPLOYEE NAME:
Vacant

CLASSIFICATION:	POSITION NUMBER:
Disability Evaluation Services Adminstrator I	800-954-8424-018
DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*	BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*
Disability Determination Service Division/Sierra Branch	Case Adjudication Bureau
SUPERVISOR'S NAME:	SUPERVISOR'S CLASS:
Julie Vue	Disability Evaluation Services Administrator II

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- [x] 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	EMPLOYEE'S SIGNATURE	DATE

SUPERVISION EXERCISED *(Check one)*:

- [ ] None
- [x] Supervisor
- [ ] Lead Person
- [ ] Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

2 MC's, 7 DEA III's, 1 DEA 6PT II

Total number of positions for which this position is responsible: 16

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

MISSION OF ORGANIZATIONAL UNIT:

The mission of the California Department of Social Services is to serve, protect, and support the people of California experiencing need in ways that empower wellbeing and disrupt systemic inequities.

CONCEPT OF POSITION:

Under the direction of the Case Adjudication Bureau Chief (CABC), Disability Evaluation Services Administrator II (DESA II) or State Programs Branch Chief, the Team Manager (TM) plans, organizes and directs the activities and workload of a team comprised of Disability Evaluation Analysts (DEAs), Medical Consultants (MCs) and support staff, engaged in the adjudication of disability claims for benefits under the Social Security, Supplemental Security Income, and/or Medi-Cal programs. Cases are of a highly complex nature and require a working understanding of the disability program's policies and regulations. The incumbent coordinates the quantity and quality of team production and participates in the decision-making process regarding team endeavors related to the team's quality, workflow, and production. The TM is expected to model Management Competencies in this position. Management Competencies are skills, knowledge, and abilities, which have been identified for successful performance in CDSS managers. The emphasis at this first-level of management is on human and technical skills.

A. RESPONSIBILITIES OF POSITION:

30% Monitors the performance of team members to ensure compliance with established program standards and guidelines. Participates and assists in planning goals, policies, and priorities for the team/Bureau/Branch. Assures the team's goals and objectives are met. Provides supervision to team members regarding the regulations and procedures governing the claims adjudication process. Identifies deficiencies in individual and/or team performance and discusses with relevant parties. Develops and implements appropriate corrective action or training plans. Initiates disciplinary action when necessary in accordance with established employer/employee relations guidelines. Determines staff development and training requirements and participates in the formulation and monitoring of effective training or employee development plans. Participates in/coordinates the recruiting, interviewing and hiring of team members. Responsible for maintaining and implementing good labor relations practices within the team.

30% Manages team toward empowerment, high involvement, and success. Provides training, instruction, and technical supervision to team coordinators and facilitates transition of coordinator rotation. The TM assures back-up coverage is provided for team members in their absence. Provides ongoing feedback about individual and team progress; provides necessary instructions and tools to enable the team to make decisions about processes that directly affect its work; counsels the team and mediates/facilitates for conflict resolution; participates in regularly scheduled team meetings; and assures shared leadership within the team.

15% Is responsible for the timely implementation of new and revised program policies and procedures within the team. Monitors the team's quality and takes appropriate actions to ensure quality goals are met. Monitors the team's workload including case processing and production. Consults with the CABC on program guidelines, procedures, issues, policy, etc., and provides the CABC or State Programs Branch Chief with information and administrative assistance, as needed.

10% Maintains open lines of communication between Branch management and the team. Acts as a liaison with Social Security District Offices/County Welfare Departments and other community resources. Maintains effective working relationships with community organizations, public agencies and the medical community, providing them with information and resolving problems.

5% May perform special tasks and prepare reports/statistics to facilitate achievement of the goals and objectives of Bureau/Branch operations. Participates in special projects and/or committees covering a wide range of topics. Consults with other Branch management staff to identify and resolve areas of concern and to assure coordination with other teams in the branch.

5% Assists in developing, monitoring and maintaining the consultative examination physician panel. Monitors the consultative examination and evidence of record payment process to ensure compliance with fiscal policy and program guidelines. Monitors, controls and prepares reports on budgetary items for the team, as required.

5% Attends management and case related training. May work on special projects identified by management.

B. SUPERVISION RECEIVED:

The Team Manager receives supervision from the Case Adjudication Bureau Chief (DESA II), or State Programs Branch Chief, covering performance and growth. Receives generalized direction with regard to Branch/Bureau goals, policies, and priorities. Is required to adhere to processing guidelines with regard to case adjudication. Team success is evaluated on production and quality.

C. ADMINISTRATIVE RESPONSIBILITY:

The Team Manager is responsible for all management functions of the team, including the maintenance of effective policies and procedures, and achievement of production and quality goals. Provides input to Branch and Division management on a variety of topics.

D. PERSONAL CONTACTS:

The Team Manager has frequent contact with the CABC, or State Programs Branch Chief, Team Managers and other support teams in the Branch. The TM has contact with Social Security District Offices/County Welfare Department Offices, applicants and their attorneys, congressional office staff, the medical community and the general public.

E. ACTIONS AND CONSEQUENCES:

The TM exercises judgment in making decisions affecting all aspects of the team. Poor supervision or decisions can adversely impact team morale and effectiveness. Inappropriate monitoring of team expenditures could result in monetary short falls. Inappropriate policy guidance could result in inaccurate decisions.

F. OTHER INFORMATION:

Case-related activities, including review and monitoring of staff's cases, require the use of a special computer application utilized by DDSD for case processing. Case files may be paperless and require processing by computer including reading and keying in of information. Uses computer to read and send e-mail messages.