

Current     Proposed

<b>Classification Title</b> Staff Services Manager I (Specialist)	<b>Division/Unit</b> Workforce Development Division
<b>Working Title</b> Continuous Improvement Consultant	<b>IT Domain</b> (if applicable)
<b>Position Number</b> 363-920-4800-007	<b>Effective Date</b>
<b>Name</b>	<b>Date Prepared</b> October 17, 2019

## CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for all issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

**Our Vision:** To be the premier leader and trusted partner in innovative human resources management.

**Our Mission:** To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

## General Statement

Under the general direction of the Staff Services Manager II, the Continuous Improvement Consultant (Staff Services Manager I (Specialist)) ensures that state government has a robust employee development program. The incumbent will provide employee development training, specifically related to Lean business and continuous improvement subject matter. The incumbent will design, develop and implement and provide best practices for statewide employee development initiatives. The incumbent conducts research and consults with agency and department training program managers, state leadership, and academia to identify California workforce development standards and make available training curriculum and other tools and resources to help agencies and departments evaluate the performance of employees. The incumbent will also deliver a variety of leadership, analytical and soft skills training such as communications, interpersonal skills training, and firm skills training including business process improvement, and strategic planning training. Duties include, but are not limited to the following:

## Job Functions

[Essential (E) / Marginal (M) Functions]:

### **50% Deliver employee development training – (E)**

Provides Lean business, continuous improvement, and leadership subject matter expertise and delivers statewide employee training from curriculum developed by internal or external sources. This includes creating sustainable instructor support materials (training for trainers, participant guides, and instructor guides) to ensure sustainable training. Will also develop and deliver blended modalities for training, such as eLearning and Webcasting.

**30% Development of employee training standards, curriculum, resources, and cost-effective delivery methods. – (E)**

Consults with internal and external stakeholders regarding best practices for curriculum development. Leads a collaborative effort with statewide training and workforce planning partners, the statewide training ad hoc committee (California Network of Learning Professionals or CNLP), agency and department leaders, division colleagues and training partners to design, develop, implement, evaluate and continuously renew the state’s approach to developing employee competencies. This includes creating statewide employee development curriculum standards, tools, resources, and other creative classroom and non-classroom solutions for developing employee competencies. Collaborates with others to develop the infrastructure to support cost-effective delivery of employee development training alternatives, including; budgeting, course marketing, participant enrollment processes, and faculty contracting.

**10% Managing and measuring employee training execution, delivery, effectiveness, and compliance. – (E)**

Creates and oversees strategies to ensure that all levels of staff in state government are receiving the appropriate training in a timely manner, following applicable rules, regulations, and standards. This includes collecting and analyzing data to periodically validate the relevance of leadership and staff development competencies and assessing competency-related training and development needs by leveraging data from training needs assessments, department leadership, training evaluations, and other sources. Establishes key performance indicators for measuring the effectiveness of the statewide employee development program with regard to the Lean, Six Sigma, and continuous improvement courses.

**10% Communication, education, and outreach – (E)**

Collaborates with CNLP, vendors, partners, and stakeholders to build and facilitate an employee development community of practice for state employees to share best practices and experience with continuous improvement. Provides expert advice and consultation on Lean business opportunities to help organizations address challenges and achieve their employee development and Lean business goals and objectives. Prepares and delivers informative and educational employee development presentations and workshops. Keeps up with employee development industry trends in order to propose innovative ideas for maximizing the effectiveness of workforce development initiatives. Works collaboratively division staff to design, produce and review a wide variety of Lean, Six Sigma, or continuous improvement division marketing and communication deliverables.

## **Supervision Received**

The Continuous Improvement Consultant reports directly to and receives the majority of assignments from the Statewide Learning Manager (Staff Services Manager II) over the Lean Academy; however, direction and assignments may also come from the Chief Learning Officer (Staff Services Manager III.)

## **Supervision Exercised**

None

## **Special Requirements / Desirable Qualifications**

The duties of this position are performed indoors. The employee’s workstation is located at 1515 “S” Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

Ability to operate standard office equipment such as, but not limited to: a personal computer (desk top or lap top models), paper shredder, basic calculator, document system (copier, facsimile, imaging). Ability to move training materials and equipment, including boxes up to 25 pounds.

## Working Conditions

Professional office environment. Ability to sit in a normal seated position for extended periods of time. Ability to effectively handle stress and deadlines.

## Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.\*** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel analyst.)

*\*A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity.*

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature	Supervisor Printed Name	Date