CDSS ~ Completed Job Analysis

What is Job Analysis?

A Job Analysis is a detailed look at a particular job or job classification. It is a process used to identify all of the specific tasks (work/objectives) required to perform a particular job. Once all of the tasks are identified, then all of the specific knowledge, skills and abilities required to be able to perform each task are identified.
Job Analysis is a concept that has been defined by the Equal Employment Opportunity Commission, the Civil Service Commission, the Department of Labor, and the Department of Justice. As defined, it is work activity performed to achieve the objectives of the job and a detailed statement of work and other information relevant to a job.

How and Why Do We Use It?

Job analyses are conducted in order to make better employment and management decisions, to save money, to increase productivity, and to comply with federal and state laws where adverse impact is found related to prohibited discriminatory factors. It is most often used in the examination process but may also be used to conduct job audits, support classification specification revisions, resolve return to work issues and other personnel and/or management functions.

Is This Something New?

Job Analysis was originally developed to comply with the 1978 Federal Uniform Guidelines on Employee Selection Procedures. These guidelines mandated that selection examinations be content-valid. In 1990, the Americans with Disabilities Act (ADA) was introduced and additional steps in the job analysis process were added for determining essential job functions.

Today, we use the American Psychological Association's Standards and the Society for Industrial/ Organizational Psychology's Principles. These methods were founded on a model of validation and comply with the Uniform Guidelines, the ADA, and the California Code of Regulations, Title 2, § 250, requiring that selection procedures be based on merit and fitness.

Accounting Administrator I (Specialist)

Accounting Administrator I (Supervisor)

Accounting Officer (Specialist)

Administrative Law Judge I

Administrative Law Judge II Specialist

Administrative Law Judge II Supervisor

Adoptions Specialist

Associate Accounting Analyst

Associate Information Systems Analyst

Disability Evaluation Analyst

Disability Evaluation Analyst III

Disability Evaluation Service Administrator I

Disability Evaluation Service Administrator II/III

Executive Assistant

Executive Secretary

General Auditor II

General Auditor III

Legal Analyst

Licensing Program Analyst

Licensing Program Manager I

Management Services Technician

Medical Consultant I, DSS

Medical Consultant (Psych), DSS

Personnel Supervisor I

Program Technician II

Research Analyst II

Research Program Specialist I (RPS I)

Research Program Specialist II (RPS II)

Research Program Specialist III (Demography)

Senior Legal Typist

Senior Personnel Specialist

Senior Special Investigator

Social Services Consultant II

Social Services Consultant III

Special Investigator I

Staff Services Manager I

Staff Services Manager II

Staff Services Manager III

Supervising Special Investigator I/II

ACCOUNTING ADMINISTRATOR I (SPECIALIST)

Task Statements

1.	Prepare specialized reports for complex analyses of accounting data to meet management needs.
2.	Develop and/or maintain the automated systems for the claiming of local assistance programs.
3.	Document and report findings in a structured, professional format.
4.	Prepare recommendations to management to minimize the financial exposure and to maintain the Department's federal and fiduciary responsibilities.
5.	Advise management of the programmatic and fiscal implications of proposals.
6.	Develop procedures as required.
7.	Act as lead and demonstrate strong communication and problem resolutions to address the needs of all parties affected.
8.	Respond to special requests by Agency, auditors and control departments.
9.	Responsible for the Section's correspondence to ensure timely and accurate information provided as necessary.
10.	Develop and implement procedures and processes to ensure compliance with SAM, CALSTARS, Government Code and other state and federal requirements.
11.	Perform complex research to review and validate the integrity of the financial data and assess the fiscal, policy and programmatic impact on the programs.
12.	Coordinate audit of findings and responses to any findings that may be cited and recommend implementation of appropriate operational changes to ensure the full compliance.
13.	Act as the Section's audit coordinator and develop, implements and maintains the Section's internal controls.
14.	Oversee the various accounting systems to maintain integrity of the data collection and reporting elements (The California State Accounting and Reporting System (CALSTARS, FoxPro database for the county expense claim, Access databases for the various payment systems, etc.).
15.	Diagnose accounting and electronic data processing related system problems as they relate to the accomplishment of accounting objectives.
16.	Coordinate with appropriate Branch staff to ensure all phases of the Section's advance, payment and cash analysis needs are met.
17.	Conduct ad hoc studies and provide technical assistance.
18.	Provide consultative services to program, other fiscal entities and the Department of Finance as needed.
19.	Prepare year-end accruals and financial statements; analyze fund balance differences.
20.	Review and sign-off of various Department communications.
21.	Coordinate funding transactions inclusive of scheduled reimbursements, funding transfers, revenue collections and corrections, and related cash flow issues.
22.	Analyze and prepare long term cash flow projections for budgeted appropriations, including Federal Grants and/or Special Funds.
23.	Reconcile general ledger account, cash in state treasury, federal and state revenue, as well as special fund reconciliations.
24.	Research and resolve various fiscal related issues or questions associated with Special Funds.
25.	Monitor and analyze programs administered by county welfare departments.
26.	Conduct training and information sessions on the assistance claiming process for federal, state, and county staff.

27.	Establish the requirements and procedures used by counties for the claiming of reimbursement of local assistance expenditures.
28.	Resolve funding issues using CALSTARS Reports, SCO records and various source documents (federal draws/grants, invoices, claim schedules, PFAs, etc.)
29.	Establish and maintain relationships with, and provide consultation to operating managers and counties, to maintain the Department's need for accounting information on local assistance audit and disbursement policies and procedures.
30.	Provide state control agencies with updated cash analysis information for statewide funding reports.
31.	Address budgetary needs at meetings and provide management reports of expenditure trends and analysis.

ACCOUNTING ADMINISTRATOR I (SPECIALIST)

Knowledge of:

K1	Current state accounting practices for state and federals.
K2	The uniform accounting system, financial organization and procedures of the State of California and related laws, rules, and regulations.
K3	Accounting principles and procedures.
K4	Governmental accounting and budgeting.
K5	Principles of public administration, office methods, equipment and electronic data processing procedures.

ACCOUNTING ADMINISTRATOR I (SPECIALIST)

Ability to:

A1	Apply accounting principles and procedures.
A2	Analyze a variety of documents and situations to determine compliance with fiscal policies and procedures; use various techniques to identify and resolve accounting problems.
A3	Analyze data and develop sound conclusions.
A4	Analyze situations accurately and recommend an effective course of action.
A5	Establish and maintain cooperative relationships with those contacted in the work.
A6	Prepare clear, complete, and concise reports.
A7	Work in a lead capacity for assignments requiring coordination with other staff and organizations.
A8	Speak and write effectively and conduct effective meetings.

ACCOUNTING ADMINISTRATOR I (SUPERVISOR)	
Task Statements	
1.	Ensure the procedures and operations of the Bureau meet applicable internal control standards of the State of California.
2.	Approve leave usage and monthly timesheets for staff.
3.	Reconcile and review of California State Accounting and Reporting System (i.e., CALSTARS) and SCO appropriations, revenues, reimbursements and general ledger accounts.
4.	Participate in the interviewing, hiring and training of new staff.
5.	Direct and maintain the financial accounting operations for the Department funds and appropriations. Ensure proper recording of funding data in accordance with the requirements of the various state laws, regulations and rules.
6.	Review proposed legislation or new laws, rules and regulations for fiscal impact on Bureau's accounting processes. Make sound recommendations to implement on behalf of the Branch.
7.	Coordinate meetings with program staff and/or other fiscal staff as needed to resolve problems and/or establish or modify processes associated with cash receipts and disbursements of the Department.
8.	Oversee staff in the preparation and/or review of all cash reconciliations, including but not limited to, the Departmental bank statement, cash receipts and cash disbursements.
9.	Evaluate staff supervised and prepare performance reviews.
10.	Represent the Branch in developing the necessary policies and procedures associated with the accounting functions.
11.	Ensure the timely and accurate billing and collection of reimbursements, preparation of the Plan of Financial Adjustments to SCO. This includes processing the State Wide Cost Allocation Plan and ProRata costs; and post journal entries, budget revisions and executive orders.
12.	Review reports and information associated with cash and/or the Department's Special Funds.
13.	Represent the Department on an ongoing basis with other state agencies, especially the SCO, on fiscal issues that may impact the Department's ability to make timely disbursements of funds to employees, vendors and local agencies.
14.	Resolves complex fiscal issues and procedures with other Department programs and offices to maintain adequate accountability and control over funds and funding sources as well as supply data for the program managers.
15.	Oversee staff in the preparation and/or review of monthly reconciliations associated with Special Funds, inclusive of State Controller's Office of General Ledger Account reconciliations.
16.	Oversee the policy and procedures for analyzing, recording and reconciling all of the Department's cash receipts, revenue, reimbursements and abatements.

17.	Responsible for the encumbrance of contracts, purchase orders and lease agreements.
18.	Coordinate, oversee and review Bureau Year End Financial Statements responsibilities by ensuring completion according with State Administrative Manual and State Controller's Office (SCO) requirements and any fund specific requirements. This includes accruals and annual yearend closing reports to control agencies and ensuring full compliance with the applicable requirements of each fund.

ACCOUNTING ADMINISTRATOR I (SUPERVISOR)

Knowledge of:

K1	Current state accounting practices for state, federal and special funds.
K2	The uniform accounting system and financial organization and procedures of the State of California and related laws, rules, and regulations.
K3	Accounting principles and procedures.
K4	Planning, organizing and directing the work of others.
K5	Principles of business management, including office methods and procedures.
K6	Techniques of personnel management and supervision.
K7	The department's EEO objectives.

ACCOUNTING ADMINISTRATOR I (SUPERVISOR)

Ability to:

A1	Draw sound conclusions.
A2	Analyze situations accurately and recommend an effective course of action.
A3	Apply accounting principles and procedures.
A4	Prepare clear, complete, and concise reports.
A5	Speak and write effectively and conduct effective meetings.
A6	Analyze a variety of documents and situations to determine compliance with fiscal policies and procedures to use techniques to identify and resolve accounting problems.
A7	Effectively contribute to the department's EEO objective.
A8	Establish and maintain cooperative relationships with those contacted in the work.
A9	Make sound decisions and recommendations in regard to the professional accounting problems in maintaining control of a departmental budget.
A10	Plan, organize, and direct the work of others.
A11	Work in a lead capacity for most assignments requiring coordination with other staff and organizations.
A12	Prepare questionnaires, analyze data and draw sound conclusions.

ACCOUNTING OFFICER (SPECIALIST)
Task Statements

1. Assist in the preparation of financial statements for the department to report the fiscal activities of the accounting period to the Department of Finance (DOF) utilizing various resources (e.g., CALSTARS reports, policies and procedures, and spreadsheets) in accordance with SAM, DOF, and GAAP.
2. Assist Senior Accounting Officer or Accounting Officer Supervisor in correcting the error file (CALSTARS edit transactions) to appropriately and accurately post accounting transactions utilizing CALSTARS, manuals, and source documents in accordance with UCM and CALSTARS.
3. Assist staff in researching/resolving difficult accounting problems by facilitating the process (i.e., providing direction/resources or clarification of policies and procedures) utilizing various tools, aids, equipment, and/or processes, as needed.
4. Assist staff in researching/resolving difficult accounting problems by facilitating the process (i.e., providing direction/resources or clarification of policies and procedures) utilizing various tools, aids, equipment, and/or processes, as needed.
5. Certify availability of funds for the department expenditures utilizing the purchase documents/contracts, UCM, CALSTARS reports, and in accordance with DGS guidelines and SAM.
6. Communicate in a professional and effective manner with others (e.g., management, vendors, control agencies, institution/program staff, etc.) utilizing tact and interpersonal skills to establish and maintain effective working relationships in all situations.
7. Deliver effective oral presentations to management, customers, and technical staff utilizing various tools, equipment, and aids as appropriate.
8. Monitor the work of others to ensure staff has followed proper policies and procedures and verify the accuracy/quality of duties performed utilizing source documents, reviewing reference manuals and reports, as needed.
9. Perform desk audits (e.g., claim schedules, cash funds, and use of office revolving funds) to ensure compliance with SAM, utilizing audit checklist, rules, regulations and desk procedures.
10. Perform Cash reconciliation to evaluate and monitor cash flows utilizing CALSTARS reports, SCO records, and spreadsheets in accordance with SAM and CALSTARS manual.
11. Perform account reconciliation (i.e., compare entries and account balances, identify and correct reconciling items in a timely manner) for the Department to ensure the account records are in agreement with the State Treasurer utilizing account statements, cancelled checks, deposits,), (CALSTARS), etc. in accordance with (SAM).
12. Assist CALSTARS table maintenance to establish, record and maintain data at specified reporting levels and provide a system of edits and checks on transactions posted utilizing various resources [e.g., Uniform Codes Manual (UCM), CALSTARS, the department’s budget plan, manuals, policies and procedures] in accordance with DOF and the department's budget office.
13. Perform State Controller’s Office (SCO) reconciliation (i.e., compare account balances and entries, identify and correct reconciling items in a timely manner) to ensure the account records are in agreement with the SCO utilizing SCO Agency Reconciliation report (tab run), journal entries, ten-key calculator, SAP reports, CALSTARS reports, and spreadsheets in accordance with SAM.
14. Perform Revolving Fund reconciliation for to monitor balance maintained at SCO utilizing SAP/CALSTARS reports, SCO records, spreadsheets, and source documents in accordance with SAM and CALSTARS manual.
15. Prepare Accounts Receivable invoices to bill for services provided by the department (e.g., governmental agencies and private vendors) utilizing various resources (e.g., contracts, policies and procedures, and source documents) in accordance with SAM.
16. Prepare cash remittance(s) to State Treasurer in a timely manner to accurately report cash receipts by type, fiscal period and appropriation utilizing CALSTARS reports, remittance advice transmittal form in accordance with SAM.

17. Prepare or review Claims for Reimbursement for the department to SCO to replenish the shortage in the Revolving fund utilizing source documents in accordance with SAM and DOF guidelines.
18. Prepare Discharge of Accountability for the department to request removal of an uncollectible debt through the DOF utilizing source documents, CALSTARS reports, collection letters and/or collection processes in accordance with SAM and DOF guidelines.
19. Prepare drafts for management's signature to address various accounting issues utilizing personal computers and or other automated tools needed and/or upon request.
20. Prepare Late Payment Penalty Report to provide detailed information to management of late payment occurrences to vendors utilizing source documents in accordance with Accounting Information Memo (AIM) and SAM.
21. Prepare Statistical Report to provide detailed work activity information and discounts lost/earned to department management utilizing source documents and spreadsheets in accordance with Financial Information Memo (FIM).
22. Prepare Aged Accounts Receivable report and send to management to provide information of total outstanding amount(s) owed to the state utilizing source documents in accordance with FIM.
23. Assist in preparing sales/use/fuel taxes for the department to report information to the Board of Equalization (BOE) utilizing various resources (e.g., source documents, tax returns, CALSTARS reports, manuals, spreadsheets, etc.) in accordance with SAM and BOE guidelines.
24. Provide on-the-job training for staff to increase and broaden their knowledge, experience, and skills utilizing and recommending special assignments and afford employees the opportunity to attend in-service/out-service training, pursuant to the Department's policy and procedures.
25. Review Accounts Receivable Aging report for the department's pending invoices utilizing CALSTARS reports and source documents in accordance with SAM, DPA, MOUs.
26. Review availability of funds for the department expenditures utilizing the purchase documents/contracts, UCM, CALSTARS reports, and FIM in accordance with DGS guidelines and SAM.
27. Review Discharge of Accountability for the department to request removal of an uncollectible debt through the DOF utilizing source documents, CALSTARS reports, collection letters and/or collection processes in accordance with SAM and DOF guidelines.
28. Review SAP/CALSTARS reports for posting errors to ensure accuracy of expenditures [e.g., index/cost center, object/general ledger account, and Program Cost Account (PCA) codes/fund and functional area] utilizing source documents, SAP/CALSTARS reports, and FIM in accordance with CALSTARS, UCM, and SAM.

ACCOUNTING OFFICER (SPECIALIST)

Knowledge of:

K1 Basic knowledge of business law to effectively interpret and apply contract terms and conditions (e.g., purchase orders, service contracts, etc.).

K2 Basic knowledge of business management principles, including office methods and procedures to effectively plan, organize, and workload.

K3 Basic knowledge of the uniform accounting system (CALSTARS), financial organization and procedures of the State of California, and related laws, rules, and regulations to conform to statewide accounting practices and procedures.

K4 Comprehensive knowledge of accounting principles and procedures (i.e., GAAP) to effectively perform complex accounting functions (e.g., reconciliations, budgeting, preparation of financial statements, etc.).

K5 Comprehensive knowledge of governmental accounting and budgeting to effectively apply accounting principles and procedures to a governmental entity (e.g., encumbrances, fund accounting).

K6 Comprehensive knowledge of mathematical computations to complete accounting functions and ensure accuracy of transactions performed.

K7 Comprehensive knowledge of public finance principles to maintain effective on-going contacts with public entities (e.g., vendors, local/federal governmental jurisdictions,

etc.).

ACCOUNTING OFFICER (SPECIALIST)
Ability to:

A1 Perform legal research in order to formulate final and proposed decisions.
A2 Analyze and apply legal principles, evidentiary rules, and precedents to legal problems in order to prepare final and proposed decisions.
A3 Make accurate summaries of evidence and prepare appropriate findings and conclusions of law in order to write proposed or final decisions.
A4 Conduct fair and impartial hearings in a manner that will obtain and consider all pertinent evidence and develop a record for any future rehearing or judicial reviews.
A5 Maintain a fair and impartial attitude and judicial demeanor to ensure hearings are conducted fairly.
A6 Communicate clearly, verbally and in writing, in order to fully discuss and develop issues.
A7 Establish and maintain cooperative working relations in order to effectively allow for the full discussion of issues.
A8 Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Administrative Law Judge I, Department of Social Services
Task Statements

1. Preside over quasi-judicial hearings throughout the state on matters appealed to the California Department of Social Services, California Department of Health Services, California Department of Child Support Services, California Department of Mental Health and California Department of Alcohol and Drugs.
2. Control the course of hearings in order to safeguard the legal rights of all involved parties.
3. Secure reasonable expedition and orderly conduct throughout the hearing to ensure that it is conducted fairly.
4. Administer oaths to witnesses in order to obtain sworn testimony.
5. Instruct participants at hearings as to their rights in order to ensure a fair hearing.
6. Question witnesses in order to obtain relevant information.
7. Rule on the burden and order of proof, relevancy, or admissibility of evidence as provided by law.
8. Issue subpoenas for the attendance of witnesses or the production of necessary books, papers, documents, or other evidence.
9. Receive and review evidence in written form in order to ensure a full and complete record of proceedings.
10. Prepare final and proposed written decisions from testimony and evidence submitted containing findings of facts, analysis, and conclusions of law and frame an order with specific compliance instructions.
11. Review and evaluate documents to determine probative value.
12. Submit proposed and issue final decisions in a timely manner as set forth in federal and state law.
13. Research, interpret and apply various provisions of federal and state statutes, laws, regulations, policies, and precedential decisions in conjunction with

conducting hearings and writing decisions.

14. Evaluate the credibility of witnesses/parties.

Administrative Law Judge I, Department of Social Services
Knowledge of:

K1 State and federal public assistance programs.
K2 Administrative hearing proceedings.
K3 Rules of evidence governing such proceedings in order to properly manage hearings and determine the relative weight to be given the evidence submitted.
K4 Laws, legal codes, precedents, government regulations, and agency rules relating to public assistance programs and child support enforcement.
K5 Legal research in order to confirm the applicability of legal principles to a particular case.
K6 Court decisions interpreting the powers of administrative boards and agencies.
K7 Principles and theories of administrative law and the judicial review of administrative actions.
K8 Legal terms and forms in common use in administrative proceedings.
K9 Computer word processing software.

Administrative Law Judge I, Department of Social Services
Skill to:

S1 Communicate effectively both orally and in writing as appropriate for the needs of the parties.
S2 Listen effectively by giving full attention to what parties and witnesses are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
S3 Manage one's caseload to ensure timely decisions.
S4 Keep up with changes in law, regulation and policy.
S5 Use logic, reasoning and analysis to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
S6 Identify, consider and evaluate options to arrive at appropriate solutions to issues identified during a hearing.

Administrative Law Judge I, Department of Social Services
Ability to:

A1 Perform legal research in order to formulate final and proposed decisions.
A2 Analyze and apply legal principles, evidentiary rules, and precedents to legal problems in order to prepare final and proposed decisions.
A3 Make accurate summaries of evidence and prepare appropriate findings and conclusions of law in order to write proposed or final decisions.
A4 Conduct fair and impartial hearings in a manner that will obtain and consider all pertinent evidence and develop a record for any future rehearing or judicial reviews.
A5 Maintain a fair and impartial attitude and judicial demeanor to ensure hearings are conducted fairly.
A6 Communicate clearly, verbally and in writing, in order to fully discuss and develop issues.
A7 Establish and maintain cooperative working relations in order to effectively allow

for the full discussion of issues.

A8 Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

A9 Conduct hearings that gain confidence and respect of the parties.

Administrative Law Judge II (Specialist),
Department of Social Services

Task Statements

1. Review case files, including tapes of hearings when a rehearing is requested
2. Prepare final and proposed decisions using a laptop computer. The content of the decisions will be based on the decisions will be based on the evidence submitted containing findings of facts, analysis, and conclusions of law and frame an order with specific compliance instructions.
3. Submit proposed and issue final decisions in a timely manner as set forth in federal and state law.
4. Preside over quasi-judicial hearings involving the most difficult and sensitive issues as provided under the Welfare and Institutions Code 10950 and other applicable statues.
5. Review changes in law, regulation and policy including proposed regulations, proposed legislation, program letters and correspondence.
6. Provide and assist in the training of Administrative Law Judge I's, county and advocate personnel.
7. Provide guidance and advice to ALJs on problem cases on various points of law.
8. Prepare an analysis and draft response letter for the Chief Administrative Law Judge.
9. Administer oath to witnesses in order to obtain worn testimony.
10. Rule on the burden and order of proof, relevancy, or admissibility of evidence as provided by law.
11. Review and evaluate documents to determine probative value.
12. Evaluate the credibility of witnesses/parties.
13. Research, interpret and apply various provisions of federal and state statutes, laws, regulations, policies, and precedential decisions in conjunction with conducting hearings and writing decisions.
14. Develop and disseminate information to staff regarding departmental regulations and policies.

15 Complete special projects in a timely manner (i.e., proposed legislation, proposed regulations, newsletter items, notes from the Training Bureau, and bench book.) for the Chief Administrative Law Judge.

16 Meet regularly with departmental program personnel regarding the establishment and clarification of department policies, proposed regulations and proposed legislation.

17 Meet regularly with county welfare department personnel, advocacy groups, agency program managers, and other state agencies.

18 Assist the ALJ II Supervisor in a timely review of proposed decisions submitted by ALJ I's.

19 Prepare alternate decisions and other recommendations as appropriate and consistent with departmental policy.

20 Act in a lead capacity in the absence of the Administrative Law Judge II supervisor.

21 Meet with program staff to obtain and provide information on a regular basis.

22 Control the course of hearings in order to safeguard the legal rights of all involved parties.

23 Secure reasonable expedition and orderly conduct throughout the hearing to ensure that it is conducted fairly.

24 Instruct participants at hearings as to their rights in order to ensure a fair hearing.

25 Question witnesses in order to obtain relevant information.

26 Receive and review evidence in written form in order to ensure a full and complete record of proceedings.

27 Provide feedback on Administrative Law Judge hearings and decisions to Presiding Judges.

28 Identify training issues for Administrative Law Judges and assists in preparing training materials.

29 Issue subpoenas for the attendance of witnesses or the production of necessary books, papers, documents, or other evidence.

Administrative Law Judge II (Specialist),
Department of Social Services
Knowledge of:

K1 Advanced knowledge of rules of evidence governing such proceedings in order to properly manage hearings and determine the relative weight to be given the

	evidence submitted.
K2	Advanced knowledge of state and federal assistance programs as to eligibility and administrative procedures.
K3	Advanced knowledge of administrative hearing proceedings.
K4	Advanced knowledge of laws, legal codes, precedents, government regulations, and agency rules relating to public assistance programs and child support enforcement.
K5	Basic knowledge of computer word processing software.
K6	Basic knowledge of timely management of workload.
K7	Basic knowledge of legal research in order to confirm the applicability of legal principles to a particular case.
K8	Basic knowledge of court decisions interpreting the powers of administrative boards and agencies.
K9	Basic knowledge of principles and theories of administrative law and the judicial review of administrative actions.
K10	Basic knowledge of legal terms and forms in common use in administrative proceedings.

Administrative Law Judge II (Specialist),
Department of Social Services
Skill to:

S1	Manage one's caseload to ensure timely decisions.
S2	Communicate effectively both orally and in writing as appropriate for the needs of the parties.
S3	Listen effectively by giving full attention to what parties and witnesses are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
S4	Keep up with changes in law, regulation and policy.
S5	Use logic, reasoning and analysis to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
S6	Identify, consider and evaluate options to arrive at appropriate solutions to issues identified during a hearing.

Administrative Law Judge II (Specialist),
Department of Social Services
Ability to:

A1	Operate a laptop computer to perform research and prepare decisions.
A2	Analyze and apply legal principles, evidentiary rules, and precedents to legal problems in order to prepare final and proposed decisions.
A3	Make accurate summaries of evidence and prepare appropriate findings and conclusions of law in order to write proposed or final decisions.
A4	Be patient, objective and courteous in dealing with the public and staff.
A5	Rule and decide promptly even under conditions of uncertainty as to facts and governing law.
A6	Conduct fair and impartial hearings in a manner that will obtain and consider all pertinent evidence and develop a record for any future rehearing or judicial reviews.
A7	Maintain a fair and impartial attitude and judicial demeanor to ensure hearings are conducted fairly.

A8 Communicate clearly, verbally and in writing, in order to fully discuss and develop issues.
A9 Establish and maintain cooperative working relations in order to effectively allow for the full discussion of issues.
A10 Conduct hearings that gain confidence and respect of the parties.
A11 Perform legal research in order to formulate final and proposed decision.
A12 Adapt to new or changing situations.
A13 Combine pieces of information to form general rules or conclusions(includes finding a relationship among seemingly unrelated events).

Administrative Law Judge II (Supervisor)
Department of Social Services

Task Statements

1. Review case files, including tapes of hearings when a rehearing is requested.
2. Prepare final and proposed decisions using a laptop computer. The content of the decisions will be based on the decisions will be based on the evidence submitted containing findings of facts, analysis, and conclusions of law and frame an order with specific compliance instructions.
3. Submit proposed and issue final decisions in a timely manner as set forth in federal and state law.
4. Assume complete responsibility for the supervision and administration of a regional office.
5. Assure the quality of final and proposed decisions meet departmental standards.
6. Responsible to act on behalf of the Director in reviewing proposed decisions.
7. Control the course of hearings in order to safeguard the legal rights of all involved parties.
8. Review and at on proposed decisions, prepare alternate decisions or order a further hearing.
9. Review changes in law, regulation and policy including proposed regulations, proposed legislation, program letters and correspondence.
10. Provide and assist in the training of Administrative Law Judge I's, county and advocate personnel.
11. Responsible for the continuing evaluation of Administrative Law Judges and support staff performance.
12. Provide guidance and advice to ALJs on problem cases on various points of law.
13. Advise and consult with other ALJ II's on various points of law.
14. Participate in the recruitment, training and continuing education of ALJs and support staff in the region.
15 Respond to bifurcation and dismissal requests.
16 Timely review and scheduling of request for expedited hearings.
17 Prepare an analysis and draft response letter for the Chief Administrative Law Judge.
18 Instruct participants at hearings as to their rights in order to ensure a fair hearing.
19 Rule on the burden and order of proof, relevancy, or admissibility of evidence as provided by law.
20 Review and evaluate documents to determine probative value.
21 Evaluate the credibility of witnesses/parties.
22 Research, interpret and apply various provisions of federal and state statutes, laws, regulations, policies, and precedential decisions in conjunction with conducting hearings and writing decisions.

23 Develop and disseminate information to staff regarding departmental regulations and policies.

24 Complete special projects in a timely manner (i.e., proposed legislation, proposed regulations, newsletter items, notes from the Training Bureau, and bench book.) for the Chief Administrative Law Judge.

25 Advise the Chief ALJ of problems that arise within the region and work with other regional supervisors on special projects to resolve problems of mutual concerns.

26 Meet regularly with departmental program personnel regarding the establishment and clarification of department policies, proposed regulations an proposed legislation.

27 Meet regularly with county welfare department personnel, advocacy groups, agency program managers, and other state agencies.

28 Prepare alternate decisions and other recommendations as appropriate and consistent with departmental policy.

29 Preside over quasi-judicial hearings involving the most difficult and sensitive issues as provided under the Welfare and Institutions Code 10950 and other applicable statues.

30 Preside over complex, controversial hearings when necessary.

31 Meet with program staff to obtain and provide information on a regular basis.

32 Secure reasonable expedition and orderly conduct throughout the hearing to ensure that it is conducted fairly.

33 Administer oath to witnesses in order to obtain worn testimony.

34 Question witnesses in order to obtain relevant information.

35 Receive and review evidence in written form in order to ensure a full and complete record of proceedings.

36 Provide feedback on Administrative Law Judge hearings and decisions to Presiding Judges.

37 Review and act on requests for telephone hearings.

38 Respond to requests for subpoenas made prior to the hearing by counties, advocates, or claimants.

39 Identify training issues for Administrative Law Judges and assists in preparing training materials.

40 Issue subpoenas for the attendance of witnesses or the production of necessary books, papers, documents, or other evidence.

Administrative Law Judge II (Supervisor)
Department of Social Services

Knowledge of:

K1 Advanced knowledge of rules of evidence governing such proceedings in order to properly manage hearings and determine the relative weight to be given the evidence submitted.

K2 Advanced knowledge of state and federal assistance programs as to eligibility and administrative procedures.
K3 Advanced knowledge of administrative hearing proceedings.

K4 Advanced knowledge of laws, legal codes, precedents, government regulations, and agency rules relating to public assistance programs and child support enforcement.
K5 Basic knowledge of computer word processing software.
K6 Basic knowledge of timely management of workload.
K7 Basic knowledge of legal research in order to confirm the applicability of legal principles to a particular case.
K8 Basic knowledge of court decisions interpreting the powers of administrative boards and agencies.
K9 Basic knowledge of principles and theories of administrative law and the judicial review of administrative actions.
K10 Basic knowledge of legal terms and forms in common use in administrative proceedings.
K11 Basic knowledge of principles and techniques of supervision.
K12 Basic knowledge of the department's EEO objectives.

Administrative Law Judge II (Supervisor)
Department of Social Services
Skill to:

S1 Manage one's caseload to ensure timely decisions.
S2 Communicate effectively both orally and in writing as appropriate for the needs of the parties.
S3 Listen effectively by giving full attention to what parties and witnesses are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
S4 Keep up with changes in law, regulation and policy.
S5 Use logic, reasoning and analysis to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
S6 Identify, consider and evaluate options to arrive at appropriate solutions to issues identified during a hearing.
S7 Monitor the work of ALJs to meet statutory deadlines and priorities established by federal, state laws, and court decisions.

Administrative Law Judge II (Supervisor)
Department of Social Services
Ability to:

A1 Operate a laptop computer to perform research and prepare decisions.
A2 Analyze and apply legal principles, evidentiary rules, and precedents to legal problems in order to prepare final and proposed decisions.
A3 Make accurate summaries of evidence and prepare appropriate findings and conclusions of law in order to write proposed or final decisions.
A4 Be patient, objective and courteous in dealing with the public and staff.
A5 Rule and decide promptly even under conditions of uncertainty as to facts and governing law.
A6 Conduct fair and impartial hearings in a manner that will obtain and consider all

pertinent evidence and develop a record for any future rehearing or judicial reviews.

A7 Maintain a fair and impartial attitude and judicial demeanor to ensure hearings are conducted fairly.

A8 Communicate clearly, verbally and in writing, in order to fully discuss and develop issues.

A9 Establish and maintain cooperative working relations in order to effectively allow for the full discussion of issues.

A10 Conduct hearings that gain confidence and respect of the parties.

A11 Perform legal research in order to formulate final and proposed decision.

A12 Adapt to new or changing situations.

A13 Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

A14 Effectively contribute to the department's EEO objectives.

Adoptions Specialist
Task Statements

1. Assess the adoption potential of children, including the physical, mental, emotional developmental and legal factors present.
2. Prepare children for adoptive placement and provide supervision of adoptive home following placement of a child.
3. Assess the physical, social, emotional and economic factors present in prospective adoptive families.
4. Prepare and support families for adoption.
5. Prepare full factual reports to the court with recommendations for or against granting petitions for adoption, permanency planning hearings, set asides, contested court hearings, appear and testify in court.
6. Prepare case documentation using the Child Welfare Services/Case Management System (CWS/CMS).
7. Interview clients individually, in families, or in groups assessing their situations, capabilities, and challenges.
8. Counsel individuals, groups, families, or communities regarding issues including mental health, poverty, unemployment, substance abuse, physical abuse, rehabilitation, social adjustment, child care, or medical care.
9. Maintain case history records and prepare reports.
10. Counsel parents with child rearing problems, interviewing the child and family to determine whether further action is required.
11. Collect and assess information needed to assist client, such as medical records, school reports, references, etc.
12. Prepare and review legal documents, assist with hearings and provide testimony.
13. Refer, find, or arrange support services to prevent serious problems from developing.
14. Provide consultative services to other public and private social service agencies regarding adoption planning. Assume lead responsibility in representing CDSS with public and private agencies, service providers and the court.
15. Participate in permanency planning family recruitment activities.
16. Provide casework services for legal and birth parents considering placing their children for adoption, including accepting consents and relinquishments.
17. Provide orientations and general educational activities to prospective adoptive families.
18. Develop and review case plans in consultation with clients, and perform follow-ups assessing the quantity and quality of services provided.
19. Assume a lead role in the training and support of less experienced casework staff and serve as acting supervisor when needed.

Adoptions Specialist
Knowledge of:

K1. Principles, practices, and techniques used in the administration of Adoptions Programs, casework theory and practice, child development and principles of individual and group behavior, family relationships, the effect of separation on children and parents, and child welfare casework objectives.

K2. Socioeconomic factors which promote stable family security.

K3. Casework techniques in working with children affected by exposure to adverse parental background, neglect, drugs, physical, emotional, or sexual abuse, or a history of mental or physical illness within the family.
K4 Group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.
K5. Electronic equipment and computer hardware and software.
K6. Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
K7. Provisions of State and federal rules, regulations, and laws relating to adoptions in California.
K8. The home study process.
K9. Crisis intervention techniques.

Adoptions Specialist
Skill to:

S1. Communicate effectively in both written and in oral form.
S2. Apply the principles and techniques of child and family casework.
S3. Effectively and efficiently provide casework services to children and families.
S4. Develop and maintain effective interpersonal relationships while working with county welfare departments, other public and private social services and adoption agencies, public and private attorneys, judges, and other representatives of the court system.
S5. Consider the relative benefits of potential actions to choose the most appropriate one.
S6. Work with local county child welfare departments in assessing the adoption potential of children within the child welfare system.
S7. Conduct orientation and recruitment meetings with the public.
Adoptions Specialist

Adoptions Specialist
Ability to:

A1. Reach practical and logical conclusions.
A2. Secure accurate social data, record such data systematically, and communicate effectively.
A3. Analyze situations accurately and take effective action.
A4. Objectively evaluate information to make sound judgment.
A5. Interpret and apply provisions of the State and federal rules, regulations, and laws pertaining to adoption programs.
A6. Utilize community resources effectively.
A7. Utilize computer and other electronic media.
A8. Act independently.
A9. Analyze problems arising out of the operation of adoptions programs.
A10. Utilize and effectively apply the required technical knowledge.
A11. Monitor, review, and manage cases of increasing difficulty and protracted legal involvement.
A12. Represent the Department of Social Services in meetings with other adoptions and child

welfare professionals.

A13. Articulate casework practice and policy during conferences and legal hearings.

A14. Act as a facilitator.

Adoptions Specialist
Special Personal Characteristics:

SPC1.	Demonstrate capacity for assuming progressively greater responsibility as evidenced by recent employment history and interest in self-development.
SPC2.	Willingness to travel.
SPC3.	Willingness to work irregular hours.
SPC4.	Adaptability.
SPC5.	Use good judgment and maintain emotional stability.
SPC6.	Neat personal appearance.

Associate Accounting Analyst
Task Statements

1. Forecast, determine and manage necessary cash flow to support state and county for the local assistance programs.
2. Determine and manage program trends and compare accounting periods to ensure sufficient funds are projected to meet fiscal year expenditures.
3. Monitor cash flow of the allotment expenditure ledger (AEL) to ensure adequate cash availability and secure cash to meet disbursements.
4. Analyze the year-end financial to ensure that all transactions as stated are in agreement with our accounting records.
5. Coordinate with appropriate Branch staff to ensure all phases of the section's advance, payment, and cash analysis needs are met.
6. Implement appropriate operational changes to ensure full compliance; evaluate and maintain internal controls to ensure compliance.
7. Interpret and provide information to management regarding Federal financial regulations and reporting requirements involving programs.
8. Maintain controls on Federal Grant Awards and Letter of Credit.
9. Prepare financial reports.
10. Act as the Section's audit coordinator and responsible for the Section's internal controls.
11. Address budgetary needs at the premise meetings.
12. Analyze expenditures, determine project types and track project expenditures through establishment, and maintenance of records.
13. Coordinate with program, fiscal and other state agency staff to ensure appropriate county allocations and contract obligations are in place and in line with budget.
14. Prepare Federal and State Treasurer's Office cash disbursement records.
15. Provide oversight of the various accounting systems to maintain integrity of the data collection and reporting elements.
16. Provide estimates for expenditure projections.
17. Reconcile, analyze and maintain Federal cash transactions on the Allotment Expenditure Ledger (AEL) with the State Controller's Accounts.
18. Update and maintain the Section's procedures manual.
19. Analyze, propose, develop and implement an automated accounting and reporting system necessary to comply with the Federal and State requirements, rules and regulations; and agency, departmental and legislative requirements.
20. Provide consultation to operating managers and counties to ascertain the Department's need for accounting data and information on local assistance advance and payment policies and procedures.
21. Identify and implement changes in operating programs which affect the accounting operations.
22. Act in a lead capacity over local assistant/state operations.
23. Provide the State control agencies with updated cash analysis information for their statewide funding reports.
24. Research and resolve reconciling items with other internal staff and/external staff.
25. Work with Federal and State auditors in the verification of the financial reports.

26. Write correspondence to ensure timely and accurate information is provided.
27. Provide management timely reports of expenditures trends and analysis.

Associate Accounting Analyst
Knowledge of:

K1. The uniform accounting system and financial organization and procedures of the State of California, policies, rules, and regulations of the Legislature, State Controller, State Treasure, Department of Finance, and central control agencies as they relate to State agency financial management activities.
K2. Accounting principles and procedures.
K3. Governmental accounting and budgeting.

Associate Accounting Analyst

Ability to:

A1. Analyze data and draw sound conclusions.

A2. Communicate effectively.

A3. Apply accounting principles and practices.

A4. Establish and maintain cooperative relationships with those contacted in the workplace.
A5. Interpret and apply laws, rules, standards and procedures.

A6. Make sound decisions and recommendations with regard to accounting problems.
A7. Prepare clear, comprehensive, and concise reports.

A8. Work closely with operating managers to identify accounting office capabilities as they apply to a variety of program needs.
A9. Analyze situations accurately and adopt an effective course of action.

A10. Analyze a variety of accounting data.

A11. Identify trends, make projections, and provide adequate recommendations.

Associate Information Systems Analyst

Task Statements

1. Understand and comply with the Department's Information Security Plan.
2. Act as liaison between users, Help Desk and/or Information Systems Division (ISD) staff.
3. Consult with program staff for resolution/clarification.
4. Provide technical support to the assigned staff.
5. Resolve day-to-day technology problems in compliance with the Department's Customer Service Support model.
6. Provides first level IT support.
7. Provide information to users on effective use of applications.
8. Collaborate with the developers, project manager, and customers.
9. Contact service contract vendor technical staff to resolve the most difficult problems that may be encountered dealing with network, software, hardware, or printing problems.
10. Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.
11. Provide training to both programmers and customers as needed.
12. Notify users and management of any IT announcements.
13. Track issues and problems in the Department Help Desk tracking system.
14. Provide support for legacy systems and new systems in compliance with Department Standard.
15. Identify equipment needs and availability.
16. Work with Personal Computer Administrators (PCAs) with divisions, programs and IT managers to reconcile software licenses.
17. Contact private, county, state or federal technical staff on issues of network connections.
18. Move and reconfigure workstations.
19. Assist users with special IT configuration needs due to any disabilities.
20. Conduct periodic maintenance of workstations and printers.
21. Complete inventory of all workstations, printers and other IT related equipment.

Associate Information Systems Analyst Knowledge of:	
K1	Problem-solving techniques and processes.
K2	Customer service in an information Technology (IT) environment.
K3	Analytical techniques (completed staff work).
K4	Personal computer troubleshooting techniques.
K5	Personal computer/client workstation applications and operating system software.
K6	Electronic messaging software (e.g., Outlook, Instant Messaging, GroupWise).
K7	General computer architecture (CPU, memory allocation, peripheral devices, I/O)
K8	Information technology systems equipment, software, and practices.
K9	Operating systems, applications, networking components and their interrelationships.
K10	Basic principles of Information Technology (IT), including its current trends, methods and practices.
K11	Technical support standards, protocols, and procedures, including tracking procedures and security devices.
K12	Arithmetic techniques (addition, subtraction, multiplication, division, decimals, percentages, and fractions) to calculate numerical data.

Associate Information Systems Analyst Skill to:	
S1	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
S2	Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
S3	Understanding written sentences and paragraphs in work related documents.
S4	Talking to others to convey information effectively.
S5	Communicating effectively in writing as appropriate for the needs of the audience.
S6	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
S7	Identifying measures of system performance and the actions needed to improve performance, relative to the goals of the system.

S8 Determining system changes in conditions, operations, and the environment will affect outcomes.

	Associate Information Systems Analyst **Ability to:**
A1	Communicate effectively.
A2	Analyze and evaluate data and information to formulate conclusions.
A3	Adhere to established policies and procedures.
A4	Prioritize work assignments and/or problem solutions to ensure completion within established timeframes.
A5	Work independently on projects or assignments without close supervision or detailed instructions.
A6	Establish and maintain effective working relationships with others.
A7	Adapt to changes in priorities, work assignments, and other interactions.
A8	Provide technical assistance to individuals to resolve issues and/or problems.
A9	Work cooperatively and productively as a member of a team to achieve a common goal.
A10	Work on multiple projects and/or assignments simultaneously.
A11	Develop effective solutions.
A12	Listen to others to facilitate an open exchange of ideas and provide for effective communication.
A13	Integrate new information with existing knowledge to formulate conclusions.
A14	Collaborate with others on project issues and status.
A15	Use logic and reasoning to identify the strengths and weaknesses of alternative solutions.
A16	Interact tactfully and diplomatically with a variety of audiences.
A17	Troubleshoot and respond to general IT service requests (Level/Tier 1).
A18	Identify solutions to various Information Technology (IT) environment related problems.
A19	Apply creative thinking in the design of methods of processing information with information technology systems.

A20 Work with others to identify problems to seek improvements in Information Technology (IT) processes.

A21 Provide technical and descriptive documentation.

Disability Evaluation Analyst

Task Statements

1. Analyzes and evaluates medical, psychiatric, vocational, educational, and other evidence obtained from claimants or their representatives, doctors, hospitals, attorneys, and other community resources for consistency, validity, and sufficiency according to the Federal Social Security Act and State Programs administrative criteria.

2. Prioritizes and managers a large caseload and number of case actions in order to expeditiously process claims.

3. Obtains medical, psychiatric, basic vocational, and other evidence by interviewing sources on the telephone, sending questionnaires, and/or letters by mail and/or by facsimile machine to claimants or their representatives, medical community, county welfare department, and other community resources.

4. Organizes and prioritizes case actions to ensure the timely adjudication of claims.

5. Reads, comprehends, interprets, and refers to the following publications as needed: *Programs Operations Manual System (POMS), Central Operations Policy/Program Manual System (COPMS), Regional Disability Insurance Memorandum(RDIM), Dictionary of Occupational Titles (DOT), Disability Evaluation Under Social Security manual("The Listings"), Disability Digest, Zebley caselaw, Public School Directory, The MERCK Manual, Dictionaries, Black's Law Dictionary, Current Medical Information and Terminology (CMIT), the Resource Guide, inter-office memorandums,* and other manuals as required.

6. Formulates a plan of action for case development when a case is received.

7. Accurately and concisely writes all of the pertinent information needed (e.g., allegations, chronological discussion of evidence and issues, determination) to complete the Consultation Request form in order to expeditiously process claims.

8. Reviews incoming mail and prioritizes each piece of mail according to its relevancy, timeliness, importance, and validity.

9. Uses standard forms properly and completes them accurately and thoroughly.

10. Documents all actions taken on each case on the appropriate worksheets and/or Report of Contact forms.

11. Maintains good working relationships with claimants, doctors, hospitals, attorneys, social security offices, educational community, employers, co-workers, staff members, and other community resources in order to expeditiously process claims.

12. Uses the telephone to obtain evidence, conduct follow-ups, give status updates, and explain general information.

DISABILITY EVALUATION ANALYST Knowledge of:	
K1	Aptitude for learning and understanding a broad range of technical data and applying it to individual cases.

DISABILITY EVALUATION ANALYST Ability to:	
A1	Determine what information is needed, gather the information from a variety of sources, evaluate it, and come to an objective decision.
A2	analyze data.
A3	communicate ideas and information effectively.
A4	gain and maintain the confidence and cooperation of those contacted during the course of the work.
A5	make special studies and reports.
A6	establish and maintain priorities.

Disability Evaluation Analyst III
Task Statements

1. Use computer systems (e.g., MIDAS, NDDSS, DMA) to request and review information related to individual claimants.

2. Analyze and evaluate medical, psychiatric, vocational, educational, and other evidence obtained from claimants or their representatives, doctors, hospitals, attorneys, and other sources for consistency, validity, and sufficiency according to relevant laws and administrative criteria.

3. Determine the nature and severity of physical and mental impairments of claimants using information gathered and/or submitted from claimant and other sources.

4 Recommend either allowing or denying claimants' applications for benefits using the Sequential Evaluation Process and in accordance with the criteria set forth by the relevant laws (e.g., Titles II, XVI, and XIX) and administrative criteria.

5 Establish the adequacy of the medical information and documentation needed to determine the extent of a claimant's disability.

6 Read and interpret various reference publications as needed, such as the Programs Operations Manual System (POMS), Central Operations Policy/Program Manual System (COPMS), State Programs Instructions (SPIN), Dictionary of Occupational Titles (DOT), Disability Evaluation Under Social Security manual ("Blue Book" or "The Listings"), The MERCK Manual, and inter-office memoranda.

7 Document all actions taken on each case on the appropriate worksheets and/or Report of Contact forms, using computer systems (e.g., MIDAS) when appropriate.

8 Review claimant applications and other submitted documents for completeness and to identify needed information.

9 Organize and prioritize case actions to ensure the timely adjudication of claims.

10 Manage an ongoing caseload and the number of case actions to expeditiously process claims.

11 Complete a Residual Functional Capacity (RFC) assessment by analyzing the information that has been gathered to determine the functional ability of a claimant.

12 Accurately and concisely provide all of the pertinent information needed (e.g., allegations, chronological discussion of evidence and issues, determination) on the Consultation Request Form to expeditiously process claims.

13 Write detailed rationales for determinations allowing or denying an application using the medical, legal, and vocational evidence gathered for each case.

14 Formulate a plan of action for case development when a case is received to ensure it is completed in a timely, effective manner.

15 Review incoming mail and prioritize each piece of mail according to its relevancy, timeliness, importance, and validity.

16 Request consultative examinations (CEs) in the fields of medicine, psychiatry, and psychology when additional evidence is needed to adjudicate claims.

17 Submit disability claim information to in-house medical consultants (MCs) for review and approval.

18 Conduct follow-ups on claimants, doctors, hospitals, and other resources to ensure timely receipt of evidence to process cases expeditiously.

19 Discuss disability claims with in-house medical consultants (MCs) to obtain advice on issues and clarify discrepancies.

20 Compose detailed decision letters to claimants explaining a denial of claim or change in onset date.

21 Send questionnaires and/or letters by mail and/or by facsimile machine to claimants or their representatives to obtain medical, psychiatric, vocational, and other information.

22 Send questionnaires and/or letters by mail and/or by facsimile machine to claimants or their representatives to obtain medical, psychiatric, vocational, and other information.

23 Assist other DEAs (including DEAs, DEA IIs, and DEA IIIs) as needed with job-related issues.

24 Speak with claimants or their representatives (including friends and relatives) on the telephone to obtain and document medical, psychiatric, vocational, and other evidence concerning manifestations of the disability, work performance, daily activities, and other pertinent information as well as to determine additional pertinent medical sources.

25 Attend training on job-related issues, such as the appropriate way to adjudicate a particular type of claim.

26 Speak on the telephone with medical staff and treating physicians to obtain additional information related to a claimant’s application.

27 Complete casework from a co-worker’s assignment while they are absent.

28 Arrange for interpreter services, when required, to speak with claimants or their

representatives who are not fluent in English.

29 Review claim folders for completeness and adequate documentation prior to reconsideration evidentiary hearings.

30 Confer with other DEAs in the unit to resolve adjudications and discuss other job-related issues.

31 Confer with team managers or other managers (e.g., Bureau Chief) to resolve adjudications and discuss other job-related issues.

32 Assist non-DEA co-workers (e.g., Program Technicians, clerical staff) as needed to ensure tasks are completed accurately and efficiently.

33 Explain program policies and procedures to claimants or their representatives over the telephone.

34 Serve as a team leader or coordinator, leading team meetings, attending meetings in the supervisor's absence, and/or making certain decisions regarding team tasks.

35 Discuss disability claims with in-house quality assurance staff (e.g., Program Support Bureau) to resolve discrepancies, obtain advice, or respond to a request for revision.

36 Monitor and evaluate consultative examination (CE) provider services through communication with medical consultants, Team Managers, and analysts.

37 Provide on-the-job training to DEAs on how to properly analyze a claim, utilize the computer systems, and interpret policies and procedures.

38 Discuss individual disability claims issues with staff from the originating agency (e.g., Social Security Administration Field Office staff, county employees).

39 Conduct quality assurance reviews to ensure cases have been handled appropriately and the decisions made were accurate.

40 Conduct in-line quality reviews to ensure cases are being analyzed properly.

41 Participate in various task force committees (e.g., redistricting, workflow improvement, morale) to improve work processes and/or the overall workplace.

42 Deliver formal training presentations to introduce or clarify a policy/procedure, describe how to adjudicate certain cases, or present other information regarding work performance.

43 Communicate with intake staff to resolve complex case screening issues, including case type identification and interpretation of system queries (e.g., determine adjudicative history, current payment status).

44 Serve as team/Bureau manager in his/her absence.

45 Present information on specific cases (e.g., those that have been "bounced" through the federal review process) to other DEAs during team meetings to

share lessons learned and improve team performance.

Disability Evaluation Analyst III
Knowledge of:

K1. The steps to follow when analyzing a disability claim (e.g., the sequential evaluation process).

K2. Social Security Administration laws (e.g., Titles II, XVI, and XIX), regulations, and program policies that govern disability programs to adhere to the specified goals and mandates.

K3. Vocational factors and rules relevant to analyzing a claimant's vocational profile (e.g., age, education, previous work history).

K4. Basic medical and psychological terminology sufficient to read and interpret diagnostic treatment reports.

K5. Caseload management techniques to ensure work is handled in a timely manner.

K6. Reference materials available that pertain to case adjudication, such as the Programs Operations Manual System (POMS), Central Operations Policy/Program Manual System (COPMS), State Programs Instructions (SPIN), Dictionary of Occupational Titles (DOT), Disability Evaluation Under Social Security manual ("Blue Book" or "The Listings"), The MERCK Manual, and inter-office memoranda.

K7. Physical and mental disabilities and impairments and functional limitations associated with them.

K8. English grammar, spelling, and punctuation to comprehend as well as produce complex written documents.

K9. Use personal computers to input data, create documents, and conduct research.

K10. Human anatomy, such as the musculoskeletal and respiratory systems, to properly analyze medical information related to claims.

K11 Principles and techniques of effective communication.

K12 Research techniques sufficient to locate required information from a range of sources.

Disability Evaluation Analyst III
Skills to:

S1. Apply complex rules, policies, procedures, and regulations to facts to arrive at logical, objective conclusions.

S2. Read and comprehend medical records to gather information related to a particular disability claim.

S3. Organize one's work to ensure work is performed efficiently.

S4. Determine what is needed to make a decision regarding a particular set of facts.

S5. Prioritize and manage a workload to effectively and expeditiously process work assignments.

S6. Identify when sufficient facts have been gathered regarding an individual case and a decision should be made.

S7. Use established specialized computer applications for case processing (e.g., MIDAS).

S8. Identify conflicting evidence and to resolve such conflicts.

S9. Efficiently and accurately enter information into a computer system.

S10. Interact politely and efficiently with various individuals to gather information and resolve job-related problems.

S11. Evaluate documents and forms for accuracy and completion.

S12. Effectively use a telephone to communicate.

S13. Read and comprehend legal statutes, rules, and regulations that apply to the adjudication of disability claims.

S14. Use correct English grammar, spelling, and punctuation when producing and reviewing written work.

S15. Elicit information over the telephone in an assertive yet pleasant manner.

S16. Interact productively in a team environment, working closely with co-workers to resolve issues and provide assistance.

S17. Orally communicate complex and technical information to a variety of individuals.

S18. Use correct English grammar and style of speech (e.g., volume, tone) when communicating orally.

S19. Control the length and direction of telephone conversations.

S20. Use word processing software (e.g., Microsoft Word) to create letters, memos, and reports.

S21 Use of computer to search the internet to conduct research or identify information specific to a claim (e.g., the address of treating physician).

S22 Use basic math (i.e., addition, subtraction, multiplication, and division).

Disability Evaluation Analyst III
Abilities to:

A1. Sort through a large amount of information to identify critical facts, issues, and documents.

A2. Manage one's time to complete work assignments and respond to inquiries in an efficient manner.

A3. Complete work in an accurate manner.

A4. Work independently with minimal supervision.

A5. Be objective and make decisions free of personal bias.

A6. Process multiple situations, tasks, and pieces of information simultaneously and effectively prioritize them (i.e., multi-task).

A7. Successfully perform job duties under stressful working conditions.

A8. Make critical decisions in a timely manner.

A9. Follow logical processes and instructions.

A10. Quickly analyze and evaluate information and draw conclusions to make a decision.

A11. Be flexible and adapt to change.

A12. Solve complex and/or difficult problems.

A13. Concentrate for long periods of time on one's work and not become distracted.

A14. Work effectively with co-workers, the general public, and those contacted in the course of completing daily duties.

A15. Maintain a professional and courteous attitude.

A16. Plan ahead to ascertain information needed.

A17. Learn a broad range of technical material.

A18. Behave with integrity (e.g., honesty and maintain confidentiality) to gain the trust and confidence of claimants and co-workers.

A19. Quickly read and interpret information on a computer screen on a sustained

basis.

A20. Process new information quickly.

A21. Accept feedback from supervisors regarding work performance.

A22. Successfully deal with individuals who are emotionally distressed.

A23. To listen, speak, and document conversations quickly and accurately.

A24. Be patient with a variety of individuals.

A25. Take initiative to begin assignments, take on additional work, and come up with solutions without direction from supervisors.

A26. Be open-minded about ways to complete work and interact with others.

A27. Write clearly and effectively in English to a variety of audiences.

A28. Be empathic to understand the point of view of claimants as well as co-workers.

A29. Speak clearly and effectively in English to a variety of audiences.

A30. Be creative to generate innovative solutions and identify alternate ways of solving problems.

Disability Evaluation Service Administrator I
Task Statements

1. Plan, supervise, direct and oversee the work activities of subordinate employees.

2. Involve subordinate employees in planning work activities to accomplish program goals and objectives.

3. Assign and delegate work to subordinate employees.

4. Resolve performance problems by planning and implementing measures to improve employee performance

5. Monitor the work of subordinate employees to ensure that it meets quality, quantity and timelines expectations

6. Shift priorities, staff, and resources to maximize the productivity and/or effectiveness of the work unit.

7. Set up controls to ensure the timely completion of staff work assignments.

8. Follow up on the results of staff work assignments.

9. Introduce changes in the work unit in a positive manner.

10. Direct the work activities of a diverse workforce, which includes cultural, race, and gender diversity, as well as other individual differences amongst individual subordinate staff members.

11. Promote positive, cooperative professional working relations among staff.

12. Reinforce and reward contributions, accomplishments, and positive performance by subordinate employees.

13. Respond to changes in the work unit in a positive manner.

14. Encourage and support subordinate employees in taking responsible risks to develop improved or innovative solutions to work-related problems.

15. Interpret and administer provisions of collective bargaining agreements to ensure compliance in the course of supervising represented employees.

16. Recognize the efforts and accomplishments of staff and if appropriate celebrate employee achievements

17. Resolve disagreements and conflicts between staff members in order to achieve a harmonious productive staff.

18. Provide coaching to subordinate staff relating to the tasks of the job to improve performance and productivity.

19. Serve as an expert staff resource regarding difficult and complex program regulations and policies.

20. Identify problems and issues relating to work unit or division program, procedures, business processes, and/or policies.

21. Identify, analyze and evaluate problems and issues to make decisions, or complete work assignments and projects.

22. Analyze, evaluate, and develop solutions for problems and issues relating to work unit, procedures, system or business processes, and/or policies.

23. Identify and make appropriate decisions from a variety of alternative solutions.

24. Recognize the ramifications and possible impact of decisions.

25. Anticipate future consequences of present decisions and course of action.

26. Follow-through on and resolve claimant or vendor complaints or problems related to program issues.

27. Involve subordinate staff in the decision-making process to achieve support for decisions.

28. Assist staff in developing solutions to problems and issues relating to work assignments, procedures, system and business processes, and/or policies.

29. Read and comprehend reports, memos, manuals, and other job-related materials and documents to determine effect on work unit operations and staff.

30. Oversee the application of established priorities and performance activities for the work unit or division.

31. Prepare statistical reports and summaries for management on issues related to division and branch performance and business processes.

32. Represent the work unit at meetings with branch management and/or executive management.

33. Identify and prioritize potential risks to the division in the completion of work assignments and projects.

34. Determine and establish priorities and performance levels for staff in order to meet branch and division objectives.

Disability Evaluation Service Administrator I
Knowledge of:

K1. Intermediate knowledge of practices in the interpretation of medical reports, psychological tests, and laboratory studies
K2. Intermediate knowledge of vocational implications of physical and mental impairments and disease processes.
K3. Advance knowledge of medical terminology.
K4. Advance knowledge of the provisions of the Welfare and Institutions Code, Social Security Act, and other related State and Federal laws, rules, and regulations pertaining to medical and legal responsibilities in the evaluation and adjudication of claims for disability benefits.
K5. Advance knowledge of philosophy, trends, procedures, methods, and techniques used in the supervision and administration of disability claims development and adjudication.
K6. Basic knowledge of principles of supervision, consultation, training and staff development, budget analysis, and personnel management.
K7. Basic knowledge of a manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment which is free of discrimination and harassment.

Disability Evaluation Service Administrator I
Ability to:

A1. Organize and direct the work of others.
A2. Analyze situations accurately and take effective action.
A3. Utilize and apply effectively technical knowledge and skills.
A4. Establish and maintain cooperative working relationships with a variety of public and private organizations, institutions, agencies, and individuals.
A5. Communicate effectively.
A6. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
A7. Act independently with objectivity, flexibility, and tact.

Disability Evaluation Service Administrator II/III

Task Statements

1. Manage, supervise and provide administrative direction, through subordinate supervisors to ensure Bureau/Branch goals and objectives are met.
2. Assure uniform conformance with program objectives in the administration of the disability evaluation responsibilities of the Social Security Disability Insurance, Supplemental Security Income or the Medi-Cal Medically Needy programs.
3. Maintain clear authority and responsibility to ensure that organization/Bureau functions are accomplished.
4. Develop guidelines and establish work priorities.
5. Comply with federal reporting requirements and monitor budgetary and personnel allocations within their Branch.
6. Provide input to Division management for planning purposes, participate in the selection, development and training of Branch personnel, and ensure the maintenance of effective policies and procedures, organizational structure and staffing in the Branch
7. Develop methods to identify problem areas and recommend actions to correct deficiencies.
8. Interpret and implement Federal, Departmental, Division and Branch policies, regulations and procedures
9. Develop effective working relationships with and provide liaison to a number of public and private organizations, institutions, agencies and individuals within the Branch's jurisdiction, in order to promote and enhance Branch goals and objectives.
10. Oversee workflow analysis, business application and regulation changes.
11. Direct the collection and analysis of statistical trends with respect to workload, productivity, quality assurance and budgetary matters.
12. Design and direct special studies/projects, both at the Branch and Division level to improve and evaluate program priorities
13. Develop and present recommendations to Division management on statewide policies and procedures to ensure effective program management
14. Review and monitor staff's cases.
15. Work with Information Services Division's management staff to ensure program needs are met for system users.
16. Coordinate security audits for compliance
17. Provide project leadership for the implementation, planning and use of business applications, data base management and management information systems development.

Disability Evaluation Service Administrator II/III

Knowledge of:

1. A manager’s/supervisor’s responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment which is free of discrimination and harassment.

2. Principles of supervision, consultation, training and staff development, budget analysis, and personnel management.
3. Principles of organization, administration, and management.
4. Philosophy, trends, procedures, methods, and techniques used in the supervision and administration of disability claims development and adjudication.
5. Provisions of the Welfare and Institutions Code, Social Security Act, and other related State and Federal laws, rules, and regulations, pertaining to medical and legal responsibilities in the evaluation and adjudication of claims for disability benefits.
6. Research methods.
7. Practices in the interpretation of medical reports, psychological tests, and laboratory studies

Disability Evaluation Service Administrator II/III

Ability to:

1. Organize and direct the work of others.
2. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
3. Communicate effectively.
4. Analyze situations accurately and take effective action.
5. Establish and maintain cooperative working relationships with a variety of public and private organizations, institutions, agencies and individuals.
6. Utilize and apply effectively technical knowledge and skills.

Executive Assistant
Task Statements

1. Maintain the administrator's meetings/travel calendar in order to effectively manage their daily schedules.

2. Schedule and coordinate meetings for the administrator utilizing automated scheduling systems, planners, voice mail, e-mail, tec.

3. Review, analyze, and monitor correspondence for format, content, grammar and compliance with departmental clerical policies and procedures to ensure accurate and complete documents

4. Act as liaison between administrator and/or departmental staff and others (e.g., public, legal, Governor's, and legislative offices, etc.) in order to relay information/instruction.

5. Provide and/or direct the secretarial support services/tasks (e.g., type, screen/redirect phone calls, file, timekeeping, order equipment supplies, review incoming correspondence, respond to e-mail, etc.) for the administrator to facilitate the completion of routine office workload /tasks.

6. Review, screen, redirect and process incoming mail while prioritizing for time-sensitive issues for the administrator's immediate attention utilizing oven expertise and experience.

7. Receive and screen a wide variety of calls and visitors for the administrator in order to determine proper routing and/or response.

8. Follow-up on projects and requests assigned to staff/program and send reminders to ensure deadlines are met using computer-based management information systems and other methods, as required.

9. Screen appointment requests for the administrator and refer individuals to other staff members as necessary.

10. On behalf of the administrator, prioritize, research, summarize, and assemble confidential and sensitive departmental/program documents to produce information for meeting/discussion preparation and response to verbal/written inquiries.

11. Brief the administrator on a daily basis, outlining commitments, deadlines, meetings, and appointments.

12. Make travel arrangements (including preparation of travel advance and travel claim) and hotel accommodations for the administrator to provide relief and assistance from time-consuming routine travel details.

13. Conduct informational meetings with clerical support staff to provide departmental updates/changes to clerical procedures.

14. Arrange audio and/or video conferences between various administrative staff utilizing contracted telephone carriers, automated scheduling system, planners, voice email, e-mail, etc.

15 Independently compose correspondence for the administrator's signature in an effort to provide relief and assistance from routine administrative details using secretarial handbook and other references, as needed.

16 Assist in the coordination of staffing requirements (e.g., reviewing applications, interviewing candidates) and office workload in order to equalize workload and ensure assignments are completed timely.

17 Attend meetings to capture discussion's key points, assignments, and/or outcomes and produce meeting minutes when required for dissemination to attendees and others.

Executive Assistant

Knowledge of:

K1 Advanced knowledge of secretarial practices (e.g., grammar, proofreading, use of clerical references, composition and formatting of correspondence, etc.) to consistently produce complete and accurate documents.

K2 Advanced knowledge of office management principles, methods, and procedures to provide administrative assistance and secretarial support for an administrator.

K3 Knowledge of basic math in order to complete various office forms and tasks (e.g., travel advance/expense claim, mileage forms, ordering supplies, etc.).

K4 Advanced knowledge of the principles and methods of public and business administration to provide administrative assistance for an administrator.

K5 Basic knowledge of the organization of state government to provide assistance to an administrator.

K6 Basic knowledge of personnel and fiscal management best practices to recognize and identify related issues appropriately for processing or redirecting.

	Executive Assistant **Skill to:**
S1	Skill to handle sensitive and confidential assignments with tact and diplomacy.
S2	Skill to work under pressure and time constraints while handling changing priorities/deadlines to complete assigned tasks and assist the administrator.
S3	Skill to analyze situations (e.g., Governor's Office request, program/departmental emergencies, tec.) to effectively determine its importance and respond appropriately.
S4	Skill to effectively use oral communication, with tact and diplomacy, in order to exchange information or provide direction to staff, the public, and others, and/or promote a positive work environment.
S5	Skill to compose and edit documents for content, grammar, punctuation, and format to ensure concise and accurate documents.
S6	Skill to operate and maintain office equipment (e.g., personal computer, copier, fax, video equipment, multi-line telephone, etc.) to complete assignments or tasks.
S7	Skill to organize and maintain an administrator's office (e.g., daily workload, work area, scheduling, tracking and filing systems, etc.) to promote an efficient work environment.
S8	Skill to type at a speed of 45 words per minute in order to expedite all typing requests.
S9	Skill to oversee and redistribute the workload to complete assignments/tasks in a timely manner.
S10	Skill to take meeting notes to summarize pertinent topics of discussion

	Executive Assistant **Ability to:**
A1	Ability to establish and maintain cooperative working relationships in order to contribute to and enhance the efficiency, productively and effectiveness of the program/department.]
A2	Ability to maintain flexibility while completing assigned tasks in order to assist the administrator in a multi-tasks work environment.
A3	Ability to think clearly and analyze problems in order to take effective action.

A4 Ability to effectively contribute to the department's objectives to create and maintain a fair and equitable work environment.

Executive Secretary
Task Statements

1. Manage and maintain executives' schedules.
2 Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software, reviews outgoing correspondence prepared for the Deputy's or Director's signature for accuracy.
3 Read, analyze and proof incoming memos, submissions, and reports to ensure compliance with departmental policies and procedures to determine their significance and plan their distribution.
4. Open, sort, and distribute incoming correspondence, including faxes and email.
5. Maintain administrative files (e.g., memoranda, letters, reports, issues papers, etc.) in order to ensure materials are available for future references, retrieve for future assignments/projects/meetings, comply with laws, rules, regulations, departmental policies and procedures, etc., utilizing personal knowledge/expertise, communication skills, laws, rules, regulations, departmental policies and procedures, etc, as needed.
6. Independently prepare appropriate responses to correspondence as needed.
7. Relieve the Executive and Management Staff of routine office details (e.g., public/staff inquiries, routine requests for information from staff, purchasing office supplies and equipment) in order to maintain office production, allow effective use of time, utilizing personal knowledge/expertise, standard office procedures, communication skills, etc.
8. Prepare agendas and make arrangements for committee, board, and other meetings.
9. Make travel arrangements for executives.
10. Develop desk procedures in order to maintain office production, assist new employee in training and office protocol, standardization, utilizing personal knowledge/expertise, communication skills, standard office procedures, departmental policies and procedures, etc., as needed. Provides training and acts as lead to all support staff in the Division.
11. Operate office equipment (e.g., personal computers, faxes, copiers, calculators, etc.) in order to disseminate information, complete work assignments, prepare/process timesheets, prepare/process travel expense claims, comply with laws, rules, regulations, departmental policies and procedures.
12. Follow up with staff assignments (e.g., Executive Management Staff, or other external control agencies, etc.) to ensure that deadlines are met, projects are completed, utilizing communication skills, personal computer, departmental policies and procedures, logging/automated tracking system, tickler file, personal knowledge/expertise, standard office procedures.
13. Screen telephone calls and visitors to address inquiries (e.g., media, Governor's Office, Legislature, incident reports, complaints, etc.) in order to assist with customer service, refer to appropriate staff/department, etc. utilizing communications skills, personal knowledge/expertise, departmental policies and standard office procedures.

14. Arrange meetings/conference/seminars for Executive/Management Staff to bring together staff in order to share information review policies related to departmental issues, assign/develop work groups, etc. utilizing personal computer, communications skills, standard office procedures.

Executive Secretary
Knowledge of:

K1 Administrative and clerical procedures and systems (e.g., filing system, desk procedures, tickler file, logging/automated tracking systems, etc.) to maintain and retrieve information, train staff, respond to inquiries from staff/public, to complete work assignments, etc.

K2 Business English/correspondence in order to proofread, grammatical construction, errors, and clarity of documents, effectively communicate with staff and others, etc.

K3 Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

K4 Office equipment (e.g., copiers, fax, telephones, personal computers, shredders, etc.) in order to operate and maintain the equipment, disseminate information to staff and others, facilitate work assignments, etc.

Executive Secretary
Skill & Ability to:

SA1. Type at a speed of 45 words per minute in order to effectively complete work assignments, type correspondence, transcribe minutes, disseminate information to staff and others, etc.

SA2. Effectively provide written, oral, functional direction to other support staff in order to ensure completion of required work duties, train support staff, communicate information, etc.

SA3. Perform difficult clerical work in order to identify and process sensitive/confidential information and complete work assignments.

SA4. Keep confidential records.

SA5. Independently gather data in order to compose correspondence (e.g., memoranda, letters, reports, etc.) and assemble for appropriate review.

SA6. Independently carry out non-routine administrative assignments (e.g., attend meetings, compose correspondence, provide orientation to new staff, etc.).

General Auditor II
Task Statements

1. Examines records and interviews staff/other representatives to ensure recording of transactions and compliance with laws and regulations.
2. Maintains knowledge of the changes in licensing programs regarding regulation and audit procedures.
3. Appears as expert witness or representative of the Department in legal proceedings.
4. Advises the unit supervisor/lead auditor (General Auditor III) of audit-related progress and problems through regular reports and special reports as necessary.
5. Develops audit findings and recommendations through an analysis of data and preparing a report.
6. Uses a laptop computer utilizing MS Office to type or develop a variety of letters, memorandums, charts, forms and other files.
7. Explains provisions and application of the law to taxpayers or parties subject to State regulation and discusses audit findings and recommendations.
8. Analyzes the data to develop audit findings and issues a report of those findings for distribution.
9. Issues management decisions based on audit findings and evaluates provider's response for appropriate and timely corrective action as necessary.
10. Prepares reports of audit findings.
11. Conducts audits of the records and transactions of community care facilities, child day care facilities, and residential care facilities for the elderly.
12. Identifies his/her training needs and assists the unit supervisor in identifying the training needs of other audit unit members.
13. Examines and evaluates financial and information systems, recommending controls to ensure system reliability and data integrity.
14. Collects and analyzes data to detect deficient controls, duplicated effort, extravagance, fraud, or non-compliance with laws, regulations, and management policies.
15. Discusses and reviews solvency and trust account audits of community care facilities.
16. Examines whether the organization's objectives are reflected in its management activities, and whether employees understand the objectives.
17. Reports to management about asset utilization and audit results, and recommends changes in operations and financial activities.
18. Plans the scope and procedures of audits and determines the means of verification and the amount of sampling necessary.
19. Confers with company officials about financial and regulatory matters.
20. Reviews the Financial Audit Reports to determine whether the Certified Public Accountant (CPA) has identified concerns related to the non-profit corporation's financial condition or financial solvency.
21. Inspects account books and accounting systems for efficiency, effectiveness, and use of accepted accounting procedures to record transactions.
22. Corresponds with taxpayers or parties subject to State regulations in securing necessary information or in answering inquiries.
23. Responds to field office concerns about the status of case assignments.

24. Notifies nonprofit organizations and /or CPA of deficiencies in Financial Audit Reports (FAR) and requests corrected reports.
25. Notifies nonprofit organizations of FAR due dates and communicate information regarding Government Auditing Standards, Office of Management and Budget Circular requirements and State regulations.
26. Reviews data about material assets, net worth, liabilities, capital stock, surplus, income, and expenditures.
27. Accepts auditing standards and procedures, audits financial records and documents for such purposes as the verification of tax liability or the determination of manufacturing or production costs.

General Auditor II
Knowledge of:

K1. Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
K2. Accounting and auditing principles and their procedures and applications.
K3. Basic mathematics such as algebra and statistics and their applications.

General Auditor II
Skills to:

S1. Use mathematics to solve problems.
S2. Communicate to convey information effectively.
S3. Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times.
S4. Understand written sentences and paragraphs in work-related documents.
S5. Monitor/Assess performance of yourself, other individuals, or organizations to make improvements or take corrective action.
S6. Use logic to identify the strengths and weaknesses of alternative solutions.
S7. Identify complex problems and review related information to develop options and implement solutions.
S8. Understand the implications of new information for both current and future problem-solving and decision-making.

General Auditor II
Ability to:

A1. Add, subtract, multiply, or divide quickly and correctly.
A2. Analyze data and draw sound conclusions.
A3. Establish and maintain cooperative relations with those contacted in the work.
A4. Listen and understand information presented.
A5. Prepare clear, complete, and concise reports.
A6. Apply accounting and auditing principles and procedures in the work performed.
A7. Read and understand information presented in writing.
A8. Communicate effectively.

General Auditor III

Task Statements

1. Prepares detailed reports on audit findings.

2. Analyzes the data to develop audit findings and issues a report of those findings for distribution.

3. Examines records and interviews staff/other representatives to ensure recording of transactions and compliance with laws and regulations.

4. Collects and analyzes data to review internal controls and identify duplicated efforts, misuse, fraud, or non-compliance with laws, regulations, and management policies.

5. Prepares/reviews audit reports for uniform application of agency and departmental policy, laws and regulations for adequacy of audit procedures and techniques and reasonableness of audit findings and recommendations.

6. Conducts audits of the records and transactions of community care facilities including, but not limited to, child day care facilities and residential care facilities for children, adults, and the elderly.

7. Reviews FAR for completeness and adhere to appropriate auditing and reporting standards and State regulations.

8. Acts as lead person to a group of auditors in planning the scope and procedure of audits and advises on difficult problems of audit techniques and procedure or on application of the law.

9. Advises the Supervising Governmental Auditor I of audit-related progress and/or problems via regular and/or special reports.

10. Confers with care facilities management/ representatives about financial and regulatory matters.

11. Reviews accounting records and systems for efficiency, effectiveness, and use of accepted accounting procedures to record transactions.

12. Acts as the lead in executing the audit and determines the scope of the audit activities required.

13. Refers to supervisor major problems requiring policy decision or legal interpretation.

14. Reviews the Financial Audit Reports to determine whether the Certified Public Accountant (CPA) has identified concerns related to the non-profit corporation's financial condition or financial solvency.

15. Issues management decisions based on audit findings and evaluates provider's response for appropriate and timely corrective action as necessary.

16. Directs the work of other auditors as the lead auditor.

17. Requests corrective action plan to address deficiencies identified during review of FAR.

18. Travels with appropriate audit assignments.

19. Appears as expert witness or representative of the Department in legal proceedings.

20 Maintains knowledge of the licensing programs.

21 Maintains knowledge of the changes in licensing programs regarding regulation and audit procedures.

22 Notifies nonprofit organizations and /or CPA of deficiencies in Financial Audit Reports (FAR) and requests corrected reports.

23 Provides on-the-job training to audit and field office staff.

24 Performs the complex field audits in cases frequently complicated by such factors as large organizations with complex accounting systems for the proper preparation of financial statements in accordance with generally accepted accounting and auditing principles.

25 Provides technical assistance to foster care providers on financial audits.

26 Provides training and advice, formal and informal, to licensing staff and the general public regarding statutes, regulations, policies and procedures.

27 Assists the Supervising Governmental Auditor I in identifying training needs for other audit team members and to ensure maintenance of professional proficiency through continuing education and training.

28 Reports to nonprofit organization's management regarding asset utilization and audit results, and recommends changes in operations and/or financial activities.

29 Reviews data about material assets, net worth, liabilities, capital stock, surplus, income, and expenditures.

30 Examines and evaluates financial and information systems, recommending controls to ensure system reliability and data integrity.

	General Auditor III **Knowledge of:**
K1.	Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
K2.	Accounting and auditing principles and their procedures and applications.
K3.	Basic mathematics such as algebra and statistics and their applications.
	General Auditor III **Skills to:**
S1.	Communicate to convey information effectively.
S2.	Understand written sentences and paragraphs in work related documents.
S3.	Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times.
S4.	Identify complex problems and reviewing related information to develop options and implement solutions.
S5.	Use mathematics to solve problems.
S6.	Understand the implications of new information for both current and future problem-solving and decision-making.
S7.	Use logic to identify the strengths and weaknesses of alternative solutions.
S8.	Monitor/Assess performance of yourself, other individuals, or organizations to make improvements or take corrective action.
	General Auditor III **Ability to:**
A1.	Prepare clear, complete, and concise reports.
A2.	Communicate effectively.
A3.	Read and understand information presented in writing.
A4.	Analyze data and draw sound conclusions.
A5.	Add, subtract, multiply, or divide quickly and correctly.
A6.	Establish and maintain cooperative relations with those contacted in the work.
A7.	Analyze situations accurately and take effective action.
A8.	Apply accounting and auditing principles and procedures in the work performed.
A9.	Apply general rules to specific problems to produce answers that make sense.
A10.	Listen and understand information presented.
A11.	Choose the right mathematical methods or formulas to solve a problem.
A12.	Arrange things or actions in a certain order according to set of rules.

Legal Analyst (DOJ)
Task Statements

1. Prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
2. Assist with preparation for and participation in investigations, discovery, trials, hearings, settlement conferences and/or presentations.
3. Use PC (or laptop) and peripheral computer hardware devises such as jump drives, CDs, DVDs and digital scanners to accomplish tasks.
4. Draft all or a portion of correspondence, pleadings, accusations, or discovery.
5. Draft to final form correspondence, pleadings, discovery, briefs using the results of legal/factual research.
6. Organizes Trial documents and exhibits.
7. Leads in the formulation of strategies to manage documents/information/ evidence obtained and used during investigation, discovery and Trial.
8. Organizes exhibits and attachments within a case using a labeling or tab system (manual or electronic).
9. Prepare exhibit and witness binders for Trial.
10. Independently conducts legal and factual research, applies it to the facts of the case and formulates conclusions or recommendations.
11. Clearly communicate expectations and priorities.
12. Reviews client requests for legal service, identifies legal and factual issues, and identifies potential problems.
13. Access court websites including PACER and Judicial Counsel to obtain dockets or filed documents.
14. Reviews documents and evidence to identify privilege, legal/factual issues or relevance.
15. Reviews files and records and summarizes them for DAG, and for relevancy.
16. Accomplish tasks and goals through others by delegation, follow-up, and control.
17. Prep paper documents so that each document may easily be Bates numbered, if needed, sorted by documents breaks, and scanned, imaged, OCRd, and coded in Concordance and, once loaded into Concordance, returned to their original condition. Work with team to identify the coding fields that will be needed for the record of each document and work with LPSS to accomplish this task.
18. Identifies specific evidence needed to respond to specific litigation requests.
19. Uses DOJ and standard office software applications including: ProLaw, WordPerfect, Word, Excel, Powerpoint, Access, Adobe Acrobat GroupWise and the internet.
20 Sets up and inputs basic case data into ProLaw.
21 Set up case files, docket, obtains copies of client files.
22 If directed by DAG, informs client of recommendations and otherwise communicates directly with client.
23 Review pleadings and legal memoranda to determine whether the case and statutory citations supports the assertions made.
24 Reviews legal documents and appeals to determine whether they comply with specific requirements set forth in applicable legal codes.

25 Maintains liaison and exchanges legal and factual information with other legal units in the department and other State agencies.
26 Prepare affidavits or other documents, maintain document file, and file pleadings with court clerk.
27 Determine appropriate course(s) of action based on available data from a variety of alternatives.
28 Criminal: locate criminal complaints, criminal information, probations reports, dockets and transcripts.
29 Conducts routine legal and factual research using manual (law library) and electronic resources and drafts memorandums and reports on findings. Includes cite check (Shepardizing) and locating statutes and cases in annotations, Witkin, Brief Banks, Westlaw, Lexis/Nexis, and Primary Reporters.
30 Conducts legal and factual research, applies it to the facts of the case and formulates conclusions or recommendations.
31 Research, calculate and track litigation or administrative related deadlines and maintain in ProLaw.
32 Identifies legal and factual issues that need to be researched and witnesses that need to be interviewed.
33 Organizes exhibits in conjunction with attorney, investigator, expert witnesses.
34 Works closely with DAGS and professional staff to finalize settlement agreements.
35 Arranges for service of process, subpoenas, and scheduling of witnesses for depo or Trial.
36 Prepares inventories, logs, checklists, progress or status reports.
37 During Trial, manages evidence, liaisons with witnesses and courtroom personnel, tracks and marks court exhibits entered into evidence, and keeps notes of testimony.
38 Act as coordinator and liaison to witnesses, co-counsel and parties, consultants and experts.
39 Works closely with DAGs to develop legal strategies and provides recommendations and proposals to client.
40 Monitor and review work of others to ensure that it meets quality and timeliness standards.
41 Research and apply practice guides, Shepards, and other legal research sources.
42 Assists witnesses in the preparation of Trial evidence to assure compliance with rules of evidence.
43 Utilizes legal research applications such as Lexis/Nexis or WestLaw and other resources to perform public record searches regarding defendants in an investigation or litigation and prepares reports based on findings.
44 Review and analyze the client agency's referral package and determine the witnesses and categories of expert witnesses that may be necessary to prove the State's prima facie case or establish defenses.
45 Reviews for completeness information furnished by program staff in matters referred for legal proceedings.
46 Develops manual and electronic systems to use for gathering, organizing, analyzing, and presenting evidence and information at Trial or settlement meetings.

47 Performs analysis of findings and writes legal and issue memorandum making recommendations based on results of the investigation or aspect of the litigation.
48 Works closely with DAG to develop and implement informal and formal discovery plan.
49 Oversee service of process and court filings/service.
50 Prepares memoranda to assigned attorneys regarding investigative files received from client agencies of Dept. of Consumer Affairs. Includes identifying/analyzing potential or actual legal & evidentiary issues which may affect prosecution of the case, recommendations for further action, complete analysis of issues and legal justification supporting recommendations for further action, and statement as to whether case should be rejected for prosecution.
51 Locate witnesses and assets.
52 Determines effective and appropriate courtroom exhibits/demonstratives and directs and works with experts/media artists/graphic consultants in designing and preparing exhibits.
53 Research and apply local rules of court (all levels), CA Rules of Court; C.C.P., and Federal Rules of Civil Procedure.
54 Assists in preparing answers to inquiries regarding: legal requirements and procedures relative to the appropriate legal code; and regarding status of cases and departmental procedures by attorneys, parties and the public.
55 Organize and maintain document management and retrieval systems including computerized systems and specialized systems used in the legal profession.
56 Advise DAG about mis-cited material in opposing party's memoranda, pleadings and discovery.
57 Assists LAT Coordinator in screening paralegal applicants; in conjunction with LAT Coordinator, prepares for interviews with paralegal applicants and takes part in panel interviews; and assists LAT Coordinator in selecting new paralegal employees.
58 Reviews draft administrative pleadings and orders submitted by client agency for legal sufficiency and factual accuracy.
59 Prepares documents for opening and closing files for internal administrative purposes.
60 Prepare draft analysis of legislation and regulations.
61 Design and/or maintain brief bank or similar subject-specific collection of information.
62 Prepares a pre-trial package that identifies all documents, witnesses, issues and defenses for use by attorney in planning Trial strategy.
63 Trains Legal Analysts and law students in the preparation of legal documents, and on section related issues such as sentencing or instructional error.
64 Coordinate and utilize vendor services.
65 Lead in the formulation of strategies to preserve and ensure access to the team's analysis, using tools at hand. (i.e., identification of what tagging/annotating/reporting conventions to use while reviewing documents in Concordance.)
66 As directed by attorneys, act as liaison with the Governor's Office, the Attorney General's Press Office, client agencies, staff investigators, and consultants.
67 Facilitates use of automated litigation support technologies including computerized calendaring.

68 Reviews transcripts and identifies legal issue(s) and applies issue tags using transcript software. May also create links between software applications (RLB to Concordance, etc.).
69 Create chronologies and timelines.
70 Summarizes, organizes, and indexes prior opinions, testimony, deposition, documentary material from interrogatories, and abstracts.
71 Draft case outline for DAG's review.
72 Arranges for witness interviews, and drafts declarations.
73 Attends hearings, depositions, and settlement/negotiation meetings and evaluates information presented.
74 Assists DAGs in preparing witnesses for deposition or Trial.
75 Review client documents and information on site for relevancy.
76 Contacts and schedules interviews of potential witnesses.
77 Participates in investigative interviews of witnesses: Helps with preparation, drafts questions, attends and asks interview questions. Drafts summary of interview.

Legal Analyst (DOJ)

Knowledge of:

K1. The English language, including grammar, punctuation, spelling, sentence and paragraph structure, organization, and appropriate vocabulary.

K2. Primary authority (statutes, administrative regulations, constitutional provisions, case law, treaties, etc.) and secondary authority (treatises, e.g. Witkin, law review articles, legal encyclopedias, etc.).
K3. Computer hardware and basic operating system functions (example: Microsoft Windows).
K4. Word processing programs.
K5. Spreadsheet programs.
K6. Database management programs.
K7. Trial presentation software.
K8. Time keeping and billing software programs.
K9. Document management systems
K10. Transcript software.
K11. Case management and information management software.
K12. The legal process, basic legal concepts, terminology, principles, procedures, discovery process, and rules of court.
K13. How to prepare legal documents in an effective manner (e.g., briefs, motions, pleadings, declarations).
K14. The Harvard Blue Book and California Style Manual to ensure proper formatting of case citations.
K15. Federal, state, and administrative court systems to file pleadings and other documents.
K16. Case management process.
K17. Legal and ethical principles that guide paralegal conduct, including unauthorized practice of law, lawyer supervision of non-lawyers, confidentiality, attorney-client privilege, conflicts of interest, and competence.

K18. Ethical issues that arise as a result of using e-mail and other electronic methods of communication.

Legal Analyst (DOJ)
Skills to:

S1. Use word processing programs sufficiently and effectively to prepare, edit, save, and retrieve documents.
S2. Use spreadsheet programs sufficiently and effectively to prepare a basic spreadsheet and graph.
S3. Use database management programs sufficiently and effectively to prepare a basic database.
S4. Use Trial presentation software sufficiently and effectively to prepare a basic presentation.
S5. Use time keeping and billing software programs.
S6. Use document management systems
S7. Use transcript software.
S8. Use case management and information management software.
S9. Listen effectively, ask questions as appropriate, and seek guidance when necessary.
S10. Access legal and non-legal data available on the Internet and evaluate Internet sites for reliability and validity of information.
S11. Use both manual (print) and electronic sources of law to locate applicable primary source materials (statutes, administrative regulations, constitutional provisions, case law, treaties, etc.) and secondary source materials (treatises, e.g. Witkin, law review articles, legal encyclopedias, etc.)
S12. Appropriately use both print and electronic resources (e.g. Shepard's) to update and verify the reliability of cited legal authority/precedent.
S13. Report legal research findings in a memorandum or other appropriate format.
S14. Draft client correspondence, legal documents, and effective formal correspondence to variety of recipients (e.g., opposing counsel, court personnel, etc.).
S15. Locate and modify standardized forms found in form books, pleadings files, form files, or a computer data or brief bank to fit a particular situation.
S16. Identify and locate witnesses, potential parties to a suit, and experts.
S17. Develop a list of questions for an interview, conduct an effective interview, record the interview accurately, and report the substance of the individual's statement in a memorandum or other appropriate format.
S18. Locate and prepare document requests to obtain information that is commonly maintained by government entities, obtain such records, read and interpret the information contained in such records, and apply them to a given situation.
S19. Use e-mail functions effectively and ethically.
S20. Identify and resolve ethical dilemmas that may be confronted in the workplace.
S21. Use manual and electronic systems to sort and arrange files, documents, and information to facilitate completion of projects.
S22. Communicate effectively with clients to identify and evaluate client needs.

S23. Perform simple mathematical calculations (addition, subtraction, multiplication, and division), using a calculator when necessary, to determine or verify mathematical figures.
S24. Identify relevant facts in a particular situation, determine which areas of law are relevant to the situation, apply recognized legal authority to the specific facts, and formulate a conclusion.
S25. Research and identify potential expert witnesses, prepare expert witness contracts, and track expert witness costs.

Legal Analyst (DOJ)

Ability to:

A1. Interact effectively in person and by telephone with lawyers, clients, witnesses, court personnel, co-workers, and other professionals.
A2. Exhibit tact and diplomacy, distinguish between assertive and aggressive behavior, and apply assertive behavior techniques.
A3. Adapt to situations as they arise and deal with stressful situations.
A4. Use logic and reasoning to identify, formulate, and/or evaluate alternative solutions to problems, and construct and evaluate logical arguments in support of specific positions.
A5. Apply principles of professional ethics to specific factual situations.
A6. Identify interrelationships among cases, statutes, regulations, and other legal authorities.
A7. Distinguish evidentiary facts from other material and/or controlling facts.
A8. Identify factual omissions and inconsistencies.
A9. Prioritize assignments, utilize time efficiently, and multi-task.
A10. Work independently and with a minimum amount of supervision when appropriate.
A11. Prepare and carry out a legal research plan and analyze and categorize key facts in a situation.
A12. Accept constructive criticism regarding work product and practices in order to continually improve work performance
A13. Critically assess one's own skills and job performance to identify areas that requirement improvement and means of addressing them (e.g. training courses, additional assignments, etc.).
A14. Adapt, accept, and use new technology ideas and strategies.

LICENSING PROGRAM ANALYST

Licensing Program Analyst (LPA) tasks consist of two categories: “Field” tasks and “in-office” tasks. Field tasks are performed away from the office at the facilities and other locations and require the LPA to drive a vehicle to travel to, from, and between the sites. In-office tasks are performed at the employee’s designated headquarters office. In-office tasks that are performed in conjunction with field visits are identified with an asterisk (**). These tasks would not exist without the field work.

Field Task Statements

1. Conduct initial site visit to open complaint investigation within ten days of receiving the complaint per the Health and Safety (H&S) Code.

2. Conduct complaint investigations at the facility to establish findings through interviews, observations, and reviews of documents per the Evaluator Manual (EM) and Title 22 regulations.

3. Conduct collateral visit(s) to gather information and/or interview witnesses in conjunction with a complaint investigation.

4. Conduct exit conference on findings at facility site at close of each investigation. If the finding is substantiated, establish a corrective action plan with the licensee to correct the deficiency identified.

5. Conduct comprehensive facility inspections to evaluate compliance with Title 22 regulations, the H&S Code, and directives in the EM.

6. Conduct pre-licensing facility inspections to ensure the facility is in compliance with applicable laws and regulations as part of the application review process.

7. Conduct post-licensing inspections, in applicable licensing categories, within 90 days of the granting of the initial license.

8. Conduct Plan of Correction (POC) site follow-up inspections for any licensing violations cited that cannot be verified through other means such as receipts, photographs, or other documentation.

9. Conduct site inspections for serious incident reports that require onsite follow-up.

10. Conduct added site inspections for facilities that have had a legal action and are on formal probation and for any facility that is on an increased monitoring compliance plan per the EM. The frequency of such monitoring inspections can be as frequent as quarterly visits, but is normally twice annually over the period of the probation.

11. Conduct site inspection follow-up to ensure persons excluded from the facility by law are, in fact, out of the facility. Additionally, conduct site inspections when a Registered Sex Offender is found at the facility when the Department conducts

a Megan's Law check match.

12. Conduct site inspections whenever a facility is closed by a legal revocation or stipulation to ensure that the facility has, in fact, ceased operation.

13. Testify as an expert witness at hearings to provide evidence using licensing reports in accordance with the Administrative Procedures Act.

14. Attend training to increase knowledge and/or receive updated information to perform Licensing program functions by using internal and external training sources to meet mandated training requirements and Departmental needs.

15. Serve notification of legal actions in person at the facility or upon the individual to ensure compliance and/or due process.

16. Conduct orientations for prospective and current applicants to inform them about licensing requirements using the standard orientation format according to the EM.

17. Attend meetings to interact with other organizations as a representative of the Division, upon direction of management.

18. Plan and conduct training to inform attendees of regulatory and policy updates and changes.

19. Mentor colleagues to provide support and program knowledge by shadowing, conducting joint visits, and referencing Title 22 regulations and the EM upon request of the Licensing Program Manager (LPM) or the Regional Manager (RM).

In-Office Task Statements

---

1. **Coordinate high priority complaints with relevant parties in order to complete the investigation in a timely manner in accordance with CDSS policies and procedures.

2. **Review facility file to familiarize LPA with facility as preparation for a site investigation.

3. Review incident, abuse, and death reports and general mail to prioritize required action using Title 22 regulations, EM, and H&S Code following CDSS/CCL directives.

4. Verify individuals' clearance status to work in a facility using the Licensing Information System (LIS), Caregiver Background Check Bureau (CBCB), and legal documentation as established by CDSS standards.

5. Follow up on the progress of licensing issues, using general office equipment

according to office policies and procedures.

6. Evaluate applications for completeness and compliance with regulations per program directives.

7. **Using the Field Automation System (FAS), print out list of facilities due for visits during the month and those that are overdue.

8. **Discuss cases with staff attorneys to develop an action plan as evidence, in accordance with CDSS policies.

9. **Prepare Statement of Facts to recommend a legal action using standard template per CDSS guidelines.

10. Act as a resource in response to public phone calls and walk-ins on licensing issues utilizing automated systems, telephone, and other office equipment in accordance with office procedures and the EM. Several times a month, the LPA is required to serve as primary public contact as the “Officer of the Day.”

11. **Present an overview of caseload (apps, POC, visits, etc.) to inform supervisor of status using control book at the request of management. Compile visit/application/complaint statistics.

12. **Prepare for filing and/or file all facility-related documents in order to maintain accurate, updated facility records by using the file organization chart in accordance with the EM.

13. **Using a laptop computer, enter case information into FAS.

14. Attend training to increase knowledge and/or receive updated information to perform licensing program functions by using internal and external training sources to meet mandated training requirements and Departmental needs.

15. Prepare correspondence to interested parties to respond to or request information using standard office equipment as necessary to address specific licensing issues.

16. Complete administrative paperwork (absence requests, travel claims, mileage logs, etc.) to ensure accurate documentation using standardized departmental forms in accordance with CDSS policies and procedures.

17. **Input facility and personnel data to update information into LIS using computer per EM.

18. Conduct orientations for prospective and current applicants to inform them about licensing requirements using the standard orientation format according to the EM.

19. Communicate expectations for completing assignments to support staff utilizing

written and verbal communication in accordance with office procedures.

20. Mentor colleagues to provide support and program knowledge by shadowing, conducting joint visits, and referencing Title 22 regulations and the EM upon request of the LPM or the RM.

21. **Process facility requests for time-sensitive waivers (facility-wide) and exceptions (case/person-specific) to regulations by reviewing the regulations and the facility's alternative to ensure the intent of the regulations is met and necessary protections are in place.

22. **Schedule and participate in office conferences with licensees and/or facility staff as needed in order to address the facility's noncompliance with regulations, the need for the facility licensee and management staff to respond to licensing concerns and make necessary corrections, and the potential for legal action.

23. Assist with office operations during supervisor or support staff absences.
*** Caseload driven tasks (completed prior to or after conducting field visits).*

LICENSING PROGRAM ANALYST

Knowledge of:

K1 Laws, regulations, and program policies (e.g., Title 22, H & S Codes, Evaluator Manual) that govern licensing programs in order to adhere to the specified goals and mandates of CCL.

K2 Background check processes to properly evaluate and document individual's ability to work in a facility.

K3 Research techniques to obtain required information from a variety of sources.

K4 Use personal computers and laptops to input data, create documents, and conduct research.

K5 Internal policies and procedures of the CCL Division.

K6 Principles and techniques of effective communication.

K7 Caseload management techniques to ensure work is handled in a timely manner.

K8 Computer software programs, including Word, PowerPoint, Outlook, and Excel to process work products.

K9 Tracking tools (e.g., control book) to monitor workflow.

K10 Effective interviewing techniques using established departmental protocol.

K11 English grammar, spelling, and punctuation to comprehend and produce complex written documents.

LICENSING PROGRAM ANALYST
Skills to:

S1 Interact respectfully and efficiently with various individuals to gather information and resolve job-related problems.

S2 Orally communicate complex and technical information to a variety of individuals.

S3 Communicate effectively and in accordance with office procedures.

S4 Read and comprehend files to gather information related to a particular facility.

S5 Read and comprehend legal statutes, rules, and regulations that apply to licensing facilities.

S6 Organize and prioritize one's work to ensure work is performed efficiently.

S7 Apply complex rules, policies, procedures, and regulations to information/situation to arrive at logical, objective conclusions.

S8 Use correct grammar, spelling, and punctuation when producing and reviewing written work.

S9 Evaluate documents and forms for accuracy and completion.

S10 Efficiently and accurately enter information into a computer system (e.g., LIS, FAS).

LICENSING PROGRAM ANALYST
Ability to:

A1 Analyze and evaluate information and draw conclusions to make a decision.

A2 Logically follow processes and instructions.

A3 Solve complex and/or difficult problems.

A4 Be flexible and adapt to change.

A5 Process multiple situations, tasks, and pieces of information to effectively prioritize them (multi-task).

A6 Make critical decisions in a timely manner.

A7 Work independently with minimal supervision.

A8 Plan ahead to ascertain information needed.

A9 Be patient with a variety of individuals.

Licensing Program Manager I

Task Statements

1. Communicates with LPAs through individual and unit meetings.

2. Communicates regularly with LPAs, through electronic communication, distribution of reports, and written materials.

3. Meets with the Regional Manager on a regular basis.

4. Reviews complaint investigations for accuracy and completeness.

5. Provides technical assistance and managerial direction to LPAs.

6. Performs quality assurance reviews by analyzing and monitoring actions of LPAs to ensure conformity, consistency, and uniform application of licensing regulations.

7. Provides technical guidance to LPAs in developing referrals to the Legal Division.

8. Meets with facility operators at informal conferences to discuss violations of licensing statute and regulations and to assist in the development of a plan of correction.

9. Supervises staff and monitor workload assignments.

10. Coordinates with the investigation supervisor to assign Priority 1 and 2 complaints to complaint specialist or Investigations Branch.

11. Meets with Division investigators, auditors, and attorneys to discuss cases that are being prepared for administrative action.

12. Interviews applicants to recruit new LPAs, handles issues dealing with staff relations, evaluates LPA performance and prepares Merit Salary Adjustments and other related personnel matters.

13. Attends and coordinates regular staff meetings.

14. Participates with regional manager and facility operators to discuss non-compliance of statute and regulations.

15. Provides written responses to appeals of citations.

16. Attends and testifies at legal hearings and complies with subpoenas.

17. Reviews civil penalty citations for accuracy and may recommend modifications.
18. Compiles and analyzes statistical reports, determines trends, workload fluctuations, backlogs, and proposes and implements corrective actions.

19. Acts as the Regional, Program, Division, or Department representative with other agencies.

20. Reviews monthly in-take and production reports from LPAs.

21. Assigns training as needed.

22. Complies with Public Request Act (PRA) requests.

23. Prepares Individual Development Plan, completes performance appraisals, and probationary reports.

24. Reviews requests for waivers and exceptions to licensing regulations.

25. Receives and responds to inquiries from the public.

26. Makes site visits with LPAs in response to complaints, disagreements or appeals.

27. Plans and conducts in-service trainings to improve staff performance and to explain new procedures, regulations, and policies.

28. Develops office procedures.

29. Attends and conducts regular meetings with stakeholders including, but not limited to government agencies, placement agencies, or resource and referrals agencies.

30. Performs special projects and assignments related to changes in organization, regulations, policy, or procedures.

31. Makes presentations.

32. Prepares special reports.

Licensing Program Manager I
Knowledge of:

K1. A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment which is free of discrimination and harassment.

K2. Principles of supervision, consultation, training and staff development and personnel management.

K3. Principles, practices, and techniques used in the administration of the Community Care Licensing Programs.

K4. Organization and operation of Community Care Facilities.

K5. Philosophy, trends, procedures, methods, and techniques used in the supervision and administration of community licensing.

K6. Provisions of the Health and Safety Code, the Social Security Act, and other State/Federal rules, regulations, and laws related to out-of-home care programs.

K7. Out-of-home care for adults and children including day and residential care programs for well children, the elderly, and persons with disabilities.

Licensing Program Manager I
Ability to:

A1. Work under pressure dealing with sensitive issues.

A2 Communicate effectively through written and oral communication.

A3. Establish and maintain effective working relationships.

A4. Effectively contribute to promoting equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

A5. Establish and maintain priorities.

A6. Plan, organize, and direct the work of others.

A7. Gain and maintain the confidence and cooperation of those contacted during the course of work.

A8. Analyze situations accurately and take effective action.

A9. Analyze problems arising out of the operation of the Community Care Licensing programs.

A10. Provide consultation to the staff, license applicants, and licensees.

A11. Reach practical and logical conclusions and put into practice effective changes.

A12. Review and edit licensing reports.

A13. Effectively utilize and apply required technical knowledge.

A14. Interpret provisions of the Health and Safety Code, Social Security Act, and other State/Federal rules, regulations, and laws pertaining to out-of-home care programs.

A15. Develop and train personnel.

A16. Produce clear, accurate, and concise reports.

A17. Research and utilize all available resources.

A18. Secure accurate data; record and report such data systematically.

A19. Develop and evaluate alternatives.

A20. Participate effectively in conferences and interviews.

Management Services Technician (MST) Task Statements	
1.	Analyze each request to apply correct course of action
2.	Act as the liaison with various offices
3.	Verify accurate information e.g., spelling of name, address, telephone number, social security number, authorized representative.
4.	Act appropriately and promptly of any complaint
5.	Comply with principles, business practices, applicable laws, regulations and policies
6.	Access computer system to determine status of case file/applicant
7.	Assist with special projects
8.	Enter information into databases (Access, File Maker Pro)
9.	Initiate and gather additional information
10.	Access and respond to all e-mail sent to the Webmaster/shared e-mail box
11.	Inform changes in procedures, policy and program changes to customers
12.	Prepare correspondences

Management Services Technician (MST) Knowledge of:	
K1	Spelling, punctuation and grammar
K2	Vocabulary
K3	Basic Math
K4	Reading Comprehension

Management Services Technician (MST) Ability to:	
A1	Perform difficult clerical work, including ability to spell correctly
A2	Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling
A3	Edit written material
A4	Analyze written and numerical data accurately
A5	Make arithmetical computations
A6	Read and write English at a level required for successful job performance
A7	Follow directions
A8	Learn rapidly
A9	Apply specific laws, rules and office policies and procedures
A10	Communicate effectively with other staff and those contacted in the work
A11	Evaluate situations accurately and take effective action
A12	Work independently on assignments without close supervision.

Medical Consultant I, DSS
Task Statements

1. Assess the need for additional medical examinations and diagnostic tests to determine an applicant's eligibility for disability benefits under Titles II, XVI, and XIX of the Social Security Act.
2. Assess the severity of physical and mental impairments in relationship to specific guidelines.
3. Project the level of recovery resulting from traumatic illness or Injury.
4. Examine all available medical information in order to determine an applicant's physical and/or mental restrictions.
5. Advise and consult with other physicians on complex medical conditions.
6. Review assessments made by other staff physicians to determine adherence to guidelines and regulations.
7. Reviews and makes decisions on cases which have been developed in accordance with standards set forth by the Social Security Administration, and signs all completed decision documents reviewed.
8. Adjudicates applications for disability benefits under the Social Security, Supplemental Security Income and/or Medi-Cal programs interprets medical evidence treating sources.
9. Reviews case histories, evaluates and interprets medical reports, and evaluates possible effects of medical or surgical treatment in relationship to program requirements as defined by Social Security Regulations.
10. Provides assessments of the applicant’s residual functional capacities (RFC) based on program guidelines.
11. Fully participate on the team and is involved in decision-making regarding team endeavors related to the team’s quality, workflow and production.
12. Evaluates medical evidence to determine its adequacy for making disability decisions and obtain consultative examinations as appropriate.
13. Interprets medical findings for analysts and has the responsibility for establishing medical onset of disability.
14. In conjunction with disability evaluation analysts, reviews cases and makes medical decisional recommendations in accordance with regulations from the Social Security Administration.
15. Contacts (primarily by telephone) physicians and other medical sources for the purpose of obtaining/clarifying pertinent medical information or resolving discrepancies in disability cases.
16. Participates in activities to improve the program’s relationship with the medical community.

17. Reviews consultative reports for deficiencies in content and makes suggestions to panelists for improving their reports.

18. Assists in developing medical panels of examining physicians and specialists in the Branch's service area.

19. As requested, provides medical training for new Medical Consultant and also participates in the development and presentation of the training.

20. Mentors DEA IIIs regarding RFC completion issues as well as mentoring new DEAs.

21. Attends case-related training.

22. Reviews, and becomes familiar with the disability program rules and regulations and provides feedback on new regulations and policies.

23. Participates in regularly scheduled team and other staff meetings.

24. Order laboratory examinations, x-rays/imaging and other diagnostic tests in order to determine the residual functional capacity of claimants.

25. Conduct secondary review on claims previously reviewed by other medical consultants.

26. Prepare written documents utilizing computer software program.

27. Assist other staff in understanding and interpreting medical and other related information.

Medical Consultant I, DSS
Knowledge of:

K1. Principles and practices of general medicine and surgery with particular reference to the techniques and trends in the diagnosis of physical and mental handicaps and in treatment programs for such handicaps.

K2. Basic knowledge of radiology and laboratory.

K3. Basic knowledge of methods of diagnosing and treating mental disorders (e.g., schizophrenia, bipolar disorder, depression, personality disorders, etc.).

Medical Consultant I, DSS
Skills to:

S1. Skill to order appropriate diagnostic tests, as it relates, to determine claimants

residual functional capacity (RFC).

S2. Skill to apply organizational policies and procedures to ensure compliance with Program policies and regulations as defined by Social Security.

S3. Skill to maintain California State License.

S4. Skill to interpret claimants' normal and abnormal physical and psychiatric findings.

S5. Skill to interpret laboratory analyses and other diagnostic test results (e.g., x-rays, Magnetic Resonance Imaging (MRI), ultrasounds, Complete Blood Count (CBC), etc.) to determine their significance and as they apply to Social Security Disability Evaluation.

S6. Skill to advise Disability Evaluation Analysts in claimants' disability evaluation.

S7. Skill to prepare case summary analyzing the claimants' disability allegations and medical findings.

S8. Skill to analyze medical evidence accurately to make reasoned decisions.

S9. Skill to communicate effectively in order to exchange and/or provide information to staff and medical providers.

S10. Skill to prepare written documents (e.g., RFC) to provide clear, accurate medical determination to the DEA.

S11. Skill to use computers and various software programs.

Medical Consultant I, DSS
Ability to:

A1. Interpret and apply the medical policies and standards of the Social Security program.

A2. Educate the medical community on Social Security Disability process.

A3. Establish and maintain cooperative relations with those contacted in the work place.

A4. Write effectively.

A5. Speak effectively before professional and lay groups.

A6. Accept direction from non-medical supervisor.

Medical Consultant I, DSS
Special Personal Characteristics

SPC 1.	Remain objective in case analysis and provide decisions free of personal biases.
SPC 2.	Patience.
SPC 3.	Emotional stability.
SPC 4.	Have and maintain current certifications in areas such as board certifications.

Medical Consultant I, DSS
Working Conditions

WC1.	Respond to changes in the work unit in a positive, professional manner.
WC2.	Promote positive, collaborative, professional working relations among co-workers.
WC3.	Accept constructive criticism and respond appropriately.
WC4.	Interact professionally with people from a wide range of cultural backgrounds in the course of completing work tasks and assignments.
WC5.	Work in a team environment.
WC6.	Travel throughout the state for short periods of time.
WC7.	Work on computer throughout the day.

Medical Consultant (Psych), DSS
Task Statements

1. Assess the need for additional medical examinations and diagnostic tests to determine an applicant's eligibility for disability benefits under Titles II, XVI, and XIX of the Social Security Act.

2. Assess the severity of physical and mental impairments in relationship to specific guidelines.

3. Project the level of recovery resulting from traumatic illness or Injury.

4. Examine all available medical information in order to determine an applicant's physical and/or mental restrictions.

5. Advise and consult with other physicians on complex medical conditions.

6. Review assessments made by other staff physicians to determine adherence to guidelines and regulations.

7. Reviews and makes decisions on cases which have been developed in accordance with standards set forth by the Social Security Administration, and signs all completed decision documents reviewed.

8. Adjudicates applications for disability benefits under the Social Security, Supplemental Security Income and/or Medi-Cal programs interprets medical evidence treating sources.

9. Reviews case histories, evaluates and interprets medical reports, and evaluates possible effects of medical or surgical treatment in relationship to program requirements as defined by Social Security Regulations.

10. Provides assessments of the applicant’s residual functional capacities (RFC) based on program guidelines.

11. Fully participate on the team and is involved in decision-making regarding team endeavors related to the team’s quality, workflow and production.

12. Evaluates medical evidence to determine its adequacy for making disability decisions and obtain consultative examinations.
.

13. Interprets medical findings for analysts and has the responsibility for establishing medical onset of disability.

14. In conjunction with disability evaluation analysts, reviews cases and makes medical decisional recommendations in accordance with regulations from the Social Security Administration.

15. Contacts (primarily by telephone) physicians and other medical sources for the purpose of obtaining/clarifying pertinent medical information or resolving discrepancies in disability cases.

16. Participates in activities to improve the program's relationship with the medical community.

17. Reviews consultative reports for deficiencies in content and makes suggestions to panelists for improving their reports.

18. Assists in developing medical panels of examining physicians and specialists in the Branch's service area.

19. As requested, provides medical training for new Medical Consultant and also participates in the development and presentation of the training.

20. Mentors DEA IIIs regarding Psychiatric Review Technique Form (PRTF) and Mental RFC (MRFC) completion issues as well as mentoring new DEAs.

21. Attends case-related training.

22. Reviews, and becomes familiar with the disability program rules and regulations and provides feedback on new regulations and policies.

23. Participates in regularly scheduled team and other staff meetings.

24. Order laboratory examinations, x-rays/imaging and other diagnostic tests in order to determine the residual functional capacity of claimants.

25. Conduct secondary review on claims previously reviewed by other medical consultants.

26. Prepare written documents utilizing computer software program.

27. Assist other staff in understanding and interpreting medical and other related information.

Medical Consultant (Psych), DSS
Knowledge of:

K1. Principles and practices of general medicine and surgery with particular reference to the techniques and trends in the diagnosis of physical and mental handicaps and in treatment programs for such handicaps.

K2. Basic knowledge of radiology and laboratory.

K3. Basic knowledge of methods of diagnosing and treating mental disorders (e.g., schizophrenia, bipolar disorder, depression, personality disorders, etc.).

Medical Consultant (Psych), DSS Skills to:	
S1.	Skill to order appropriate diagnostic tests, as it relates, to determine claimants residual functional capacity (RFC).
S2.	Skill to apply organizational policies and procedures to ensure compliance with Program policies and regulations as defined by Social Security.
S3.	Skill to maintain California State License.
S4.	Skill to interpret claimants' normal and abnormal physical and psychiatric findings.
S5.	Skill to interpret laboratory analyses and other diagnostic test results (e.g., x-rays, Magnetic Resonance Imaging (MRI), ultrasounds, Complete Blood Count (CBC), etc.) to determine their significance and as they apply to Social Security Disability Evaluation.
S6.	Skill to advise Disability Evaluation Analysts in claimants' disability evaluation.
S7.	Skill to prepare case summary analyzing the claimants' disability allegations and medical findings.
S8.	Skill to analyze medical evidence accurately to make reasoned decisions.
S9.	Skill to communicate effectively in order to exchange and/or provide information to staff and medical providers.
S10.	Skill to prepare written documents (e.g., RFC) to provide clear, accurate medical determination to the DEA.
S11.	Skill to use computers and various software programs.

Medical Consultant (Psych), DSS Ability to:	
A1.	Interpret and apply the medical policies and standards of the Social Security program.
A2.	Educate the medical community on Social Security Disability process.
A3.	Establish and maintain cooperative relations with those contacted in the work place.
A4.	Write effectively.
A5.	Speak effectively before professional and lay groups.

A6. Accept direction from non-medical supervisor.

Medical Consultant (Psych), DSS Special Personal Characteristics	
SPC 1.	Remain objective in case analysis and provide decisions free of personal biases.
SPC 2.	Patience.
SPC 3.	Emotional stability.
SPC 4.	Have and maintain current certifications in areas such as board certifications.

Medical Consultant (Psych), DSS Working Conditions	
WC1.	Respond to changes in the work unit in a positive, professional manner.
WC2.	Promote positive, collaborative, professional working relations among co-workers.
WC3.	Accept constructive criticism and respond appropriately.
WC4.	Interact professionally with people from a wide range of cultural backgrounds in the course of completing work tasks and assignments.
WC5.	Work in a team environment.
WC6.	Travel throughout the state for short periods of time.
WC7.	Work on computer throughout the day.

Personnel Supervisor I
Task Statements

1. Conduct training programs to provide information/instruction and/or ensure compliance with various laws, rules, regulations, MOUs, policies, procedures, etc., utilizing various resources (e.g., audio visual aids, handouts, approved lesson plans, technical expertise, software programs, etc.) as needed.

2. Serve as an expert staff resource regarding difficult and complex personnel/payroll matters to provide information/technical expertise to various entities (e.g., employees, management, public, control agencies, etc.) utilizing various resources (e.g., laws, rules, regulations, MOUs, policies, procedures, software programs, etc.) on a daily basis.

3. On a daily basis, apply various laws, rules, regulations, policies, procedures, MOUs, etc. (e.g., state, federal, department, control agencies, etc.) pertaining to a variety of personnel/payroll matters (e.g., appointments, separations, time keeping, certifications, miscellaneous deductions, etc.) to ensure compliance.

4. Appropriately handle stressful situations in the workplace, in a professional and tactful manner, with a goal of avoiding further escalation by utilizing effective interpersonal skills, training, etc. on a daily basis.

5. Supervise staff performing personnel/payroll functions to provide direction, training, and/or guidance and to ensure the efficient operation of personnel/payroll services utilizing various resources [e.g., knowledge, policies, procedures, laws, rules, MOUs, regulations, Employee Assistance Program (EAP), etc.]

6. Provide customer service to ensure customer's needs are met by responding to all customer inquiries appropriately and in a timely manner.

7. Research critical personnel problems to provide recommendations/alternative solutions utilizing various resources [e.g., policies, procedures, laws, rules, regulations, Memoranda of understanding (MOU), State Controllers Office (SCO) and Teale databases, etc.] on a daily basis.

8. Develop training programs to provide information and/or ensure compliance with various laws, rules, regulations, MOUs, policies, procedures, software programs, etc. as needed.

9. Review various information (e.g., control agency letters, memoranda, MOUs, etc.) to identify the need for modification and/or to determine the appropriate action regarding various personnel/payroll functions utilizing various resources (e.g., SCO database, internet, policies, procedures, laws, rules, regulations, etc.) as needed.

10. Analyze and interpret information in order to make recommendations regarding various personnel/payroll matters using various resources (e.g., knowledge, laws, rules, regulations, MOUs, policies, procedures, internet, SCO database, etc.)

11. Maintain training programs to ensure compliance and conformity with changes to various laws, rules, regulations, MOUs, policies, procedures, etc. as needed.

12. Maintain safety and security of persons, property, work areas, and work materials through personal observation to promote a safe and secure environment, utilizing appropriate tools (e.g., in-service training, equipment/key control, etc.) in accordance with the laws, rules, regulations, agency and departmental policies and procedures as necessary.

13. Carry out supervisory responsibilities to promote Equal Employment Opportunity and maintain a work environment that is free of discrimination and harassment utilizing various resources (e.g., training, laws, rules, regulations, policies, procedures, etc.) on a daily basis.

14. Oversee the training and development of staff by assessing training needs, coordinating training schedules to ensure all training requirements are met and to aid in their professional development by utilizing in-service and out-service training programs, training records, internal audit tools, etc. as needed.

15. Develop/revise policies and procedures to provide information and/or direction and to ensure consistency, compliance and conformity with various laws, rules, regulations, policies, procedures, etc. as necessary.

16. Facilitate the hiring process by conducting interviews, evaluating and recommending candidates for appointment utilizing various methods of filling vacancies as needed and/or directed by management in accordance with laws, rules, and regulations.

17. Coordinate a variety of personnel/payroll programs [e.g., Family Medical Leave Act (FMLA), Industrial/Non-Industrial Disability/State Disability Insurance (SDI) benefits, attendance, etc.] on a daily basis.

18. Contact various entities (e.g., control agencies, internal/external organizations, etc.) to obtain information, guidance and/or clarification on various laws, rules, regulations, policies, procedures, etc. utilizing various communication resources (e.g., e-mail, telephone, verbal, written, etc.) as necessary.

19. Participate as a team member on personnel/payroll related projects, committees, etc. to provide technical expertise/information utilizing various resources (e.g., knowledge, policies, procedures, laws, rules, MOUs, regulations, etc.) as needed.

20. Initiate and/or participate in the Progressive Disciplinary process to correct/improve an employee's performance/behavior or address issues of substandard performance by utilizing various resources [e.g., Individual Development Plan (IDP), EAP, probationary reports, training records, etc.] in accordance with State Personnel Board (SPB) laws, rules, regulations, and departmental policy as needed.

21. Prepare and review various written documents (e.g., correspondence, reports, spreadsheets, charts, etc.) to provide information and/or direction regarding various personnel/payroll matters utilizing various resources (e.g., laws, rules, regulations, MOUs, policies, procedures, software programs, etc.) as needed.

22. Gather data to provide information regarding various personnel/payroll matters utilizing various resources [e.g., laws, rules, regulations, MOUs, policies, procedures, various SCO and Teale databases, internet, etc.] as necessary.

Personnel Supervisor I

Knowledge of:

K1. Comprehensive knowledge of current office methods, procedures, and equipment (e.g. information disclosure, customer service, 10-key calculator, computer hardware and software, etc.) to ensure the efficient operation of personnel/payroll services.

K2. Comprehensive knowledge of laws, rules, regulations, policies, procedures, bargaining unit contracts and Memoranda of Understanding (MOU) affecting personnel record keeping, personnel transactions, attendance, payroll, and certification processes used in state departments.

K3. Basic knowledge of laws, rules, and regulations and bargaining unit contracts regarding personnel record keeping in State departments in order to ensure that documents are retained for the proper period of time.

K4. Advanced knowledge of laws, rules, and regulations and bargaining unit contracts regarding attendance documentation within state service.

K5. Advanced knowledge of laws, rules, and regulations and bargaining unit contracts regarding appointments and separations (including CEA and exempt) to state service.

K6. Advanced knowledge of laws, rules, and regulations and bargaining unit contracts regarding salary determinations for state employees.

K7. Advanced knowledge of laws, rules, and regulations and bargaining unit contracts regarding positive and negative payroll (including deductions, accounts receivable, and pay warrants) used in state departments in order to ensure correct and timely payment of wages.

K8. Intermediate knowledge of laws, rules, and regulations and bargaining unit contracts regarding leaves (e.g., FMLA, NDI, leaves of absence, etc.) for state employees.

Personnel Supervisor I

Skill to:

S1. Skill to organize and prioritize work to effectively manage workload and to comply with mandated policies and deadlines.

S2. Skill to maintain personnel/payroll documents (e.g. disability files, Family Medical Leave Act (FMLA), garnishments, etc.) to ensure conformity, consistency, and compliance with law, rules, regulations, policies, procedures, etc.

S3. Skill to research and analyze various personnel/payroll matters to recommend alternative solutions and/or take appropriate course of action.

S4. Skill to work cooperatively and productively as a member of a team in order to achieve work goals.

S5. Skill to perform simple mathematical calculations such as addition, subtraction, multiplication, and division, using a calculator when necessary, to determine or verify mathematical figures (e.g., personnel/payroll calculations).

S6. Skill to conduct research by locating the appropriate references[1] and/or communicating with colleagues, and ensuring that the information is current/updated.

S7. Skill to independently interpret and apply laws, rules, regulations, and bargaining contract provisions concerning personnel transactions to ensure conformity, consistency, and compliance.

S8. Skill to prioritize matters in order of importance in order to work more effectively and meet deadlines.

Program Technician II

Task Statements

1. Follow established Division policy and guidelines for files and maintenance.
2. Collect, process and input information into the databases.
3. Interpret and resolve errors.
4. Ensure proper documents are associated with corresponding cases.
5. Input and maintain applicant information on a computerized system.
6. Apply program knowledge in performing job functions.
7. Compile and analyze data for accuracy.
8. Clarify information received or request additional information as necessary.
9. Interpret sensitive and confidential information.
10. Follow up on appointments and reports.
11. Document actions taken and corrections made.
12. Initiate appropriate contacts with sources (via letter, telephone, email, etc.)
13. Utilize systems for file and data retrieval from various databases.
14. Communicate with the analytical staff to inform of reporting problems.
15. Ensure services or expenditures are authorized.
16. Interpret processing instructions.
17. Enter data from case review forms into computer system.
18. Attend and participate in training programs.
19. Maintain physical batch integrity of documents.
20 Provide technical expertise on program-related functions and processes.
21 Compare information on the forms against the database to determine resolution.
22 Maintain close working relationship with field offices.
23 Ensure proper decision notification letters have been prepared.
24 Reconcile reports.
25 Maintain and update desk procedures.
26 Maintain workload statistical reports for analysis and projected fiscal impact.
27 Identify cases/reports that appear ready for processing and direct them to the analyst.
28 Perform detailed quality review of existing files.
29 Extract material from multiple sources to supply factual information.

30 Correct identified errors or return cases to the analyst for correction.

31 Search the database using specific search criteria to ensure no duplicate records are entered on the system.

32 Provide telephone coverage.

33 Maintain and report statistical information.

34 Contact and correspond with internal and external customers in resolving questions.

35 Identify data discrepancies and determine their cause by researching data.

36 Review closed cases to ensure they are consistent with program policy.

37 Establish database tickler file.

38 Assist in training and cross-training as needed.

39 Assist providers/customers with disputes and resolutions.

40 Track reporting history and question discrepancies.

41 Use a personal computer (PC) terminal to create tables and charts.

42 Maintain familiarity with policies, guidelines, laws, and regulations.

43 Perform case distribution according to established criteria.

44 Participate in special studies.

45 Prepare information for written presentations.

46 Review applicants' allegations and sources of evidence to determine the most efficient process.

47 Redesign forms to accommodate changes.

48 Draft and send correspondence.

49 Consult with professional specialists on the most complex issues.

50 Consult with computer specialists on specific program needs.

51 Identify cases where consultative actions are needed.

52 Determine need for supplies, equipment, and maintenance.

53 Assist in processing complex program expenditure data.

54 Assist in preparing and processing complex funded contracts.

55 Recommend improvements in policies and procedures to management.

56 Open, process and distribute incoming mail.

57 Respond to routine inquiries.

58 Request and review documentation related to certification.

59 Maintain realignment funding data systems.

60 Research through computer and hard copy to determine records.

61	Maintain logs and track the progress of contracts.
62	Photocopy and file material.
63	Manage unassigned cases to ensure timely completion.
64	Identify and select cases in accordance with established Bureau guidelines.
65	Use a personal computer (PC) terminal to maintain caseloads, reports and letters.

PROGRAM TECHNICIAN II
Knowledge of:

K1	Administrative and clerical procedures and systems such as word processing managing files and records, forms, and other office procedures and terminology.
K2	Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
K3	Applicable laws, rules, policies and procedures.
K4	Problem-solving techniques.
K5	Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
K6	Basic arithmetic.

PROGRAM TECHNICIAN II
Skills to:

S1	Talking to others to convey information effectively.
S2	Understanding written sentences and paragraphs in work related documents.
S3	Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
S4	Communicating effectively in writing as appropriate for the needs of the audience.

PROGRAM TECHNICIAN II
Ability to:

A1	Read and understand information and ideas presented in writing.
A2	Speak clearly so others can understand you.

A3 Use training or on the job experience to perform the job.

A4 Listen and understand information and ideas presented through spoken words and sentences.

A5 Demonstrate courtesy, tact, and empathy.

A6 Gather and evaluate pertinent information.

A7 Use problem solving techniques to resolve discrepancies.

A8 Use various computer applications to process and communicate information in the appropriate format.

A9 Concentrate on a task over a period of time without being distracted.

A10 Effectively evaluate situations and problems.

A11 Independently interpret and apply laws, rules, polices, and procedures when completing assignments.

A12 Read and understand information and ideas presented in writing.

A13 Analyze collected data to determine course of action.

A14 Arrange things in order according to specific rules.

A15 Write correspondence and reports clearly and concisely.

A16 Add, subtract, multiply, or divide quickly and correctly.

A17 Use the right mathematical formulas to solve problems.

Research Analyst II
Task Statements

1. Define data requirements, gather and validate information.

2. Compile and interpret qualitative data.

3. Summarize complex data information for interpretation and analysis of data trends.

4. Produce periodic reports.

5. Apply Excel advanced techniques to format data collection, to create validation statements and formulas, and to produce charts and graphs.

6. Present findings to project requestors.

7. Apply research methodology and techniques to complex projects.

8. Study and analyze information about alternative courses of action to determine which plan will offer the best outcomes.

9. Initiate lead responsibilities on major projects or activities.

10. Recommend corrective action measures and provide management with technical knowledge.

11. Analyze requests for conformity to objectives.

12. Explore improvements to the data collection systems.

13. Analyze information obtained from management to conceptualize and define operational problems.

14. Develop publications of data and information analyses for assigned program areas.

15. Review data results and modify codes to adapt to emerging issues.

16. Maintain automated systems for collecting statistical data reports and survey responses.

17. Develop query constructs to obtain data from sources for program and policy development.

18. Assess and formulate program policies to meet state and federal reporting requirements.

19. Determine project scope and its hypothesis.

20 Independently coordinate statistical consultation and data analysis functions.

21 Responsible for independent and complex programming and technical research.

22 Assume lead responsibility on multidisciplinary teams and projects.

23 Perform validation and testing of models to ensure adequacy and reformulate models as necessary.

24 Prepare material for hearings.

25 Prepare designs and implement research projects.

26 Implement accurate budget policies and procedures.

27 Develop program budget narrative for the department.

28 Maintain program changes in support of cost and workload justifications.

29 Analyze systems into each component, assign numerical values and examine the mathematical relationships between them.

30 Specify computational methods to be applied to models.

31 Establish allotments and encumbrances for current year expenditures.

32 Design, develop, and implement automated surveys and other data collection instruments.

33 Determine survey population and sampling strategies.

Research Analyst II
Knowledge of:

K1 Computer hardware and software, including applications and programming.

K2 Arithmetic, algebra, geometry, calculus, statistics, and their applications.

K3 Compilation and interpretation of qualitative data.

Research Analyst II
Skills to:

S1. Understand written sentences and paragraphs in work related documents.

S2. Communicate effectively in writing as appropriate for the needs of the audience.

S3. Use logic and reasons to identify the strengths and weaknesses of alternative solutions or approaches to problems.

S4. Use mathematics to solve problems.
S5. Identify complex problems to develop and evaluate options and implement solutions.

S6. Understand the implications of new information for both current and future problem solving and decision-making.

Research Analyst II
Ability to:

A1. Gather, compile, analyze and interpret data.

A2. Read and understand information presented in writing.

A3. Work effectively with others.

A4. Analyze problems accurately, develop appropriate solutions, and recommend effective optional course of action.

A5. Apply general rules to specific problems to produce answers that make sense.

A6. Analyze written and numerical data regarding general governmental problems.

A7. Combine pieces of information to form general rules or conclusions.

A8. Reason logically and to use a variety of analytical techniques to resolve complex governmental and managerial problems.

A9. Prepare research and statistical reports.

Research Program Specialist I (RPS I)

Task Statements

1. Plans and conducts data research applying formula development and statistical methods, as well as developing, designing, and utilizing sampling methods and mathematical models, as a means of data acquisition, extracting information from various sources.
2. Use expert judgment in designing and evaluating projects, studies, and data gathering methods.
3. Develops, designs, and utilizes sampling methods and mathematical models to extract appropriate data.
4. Designs and conducts research projects using applied research methods.
5. Evaluates sampling methods to ensure accuracy.
6. Develops and applies plans to modify or create data sources.
7. Coordinate collection of data.
8. Analyze gathered data.
9. Maintain a working knowledge of major studies related to program.
10. Acts as lead over technical staff or other designated positions.
11. Reports results from studies, analysis, and computations to management and other interested parties.
12. Respond to requests for technical assistance/ information.
13. Communicate effectively orally and in writing.
14. Act as team leader for special projects and studies.
15. Review existing databases to determine their usefulness and changes that can be made.
16. Uses software such as SAS, SPSS, PowerPoint, and Excel when analyzing, reporting, and presenting data.
17. Creates electronic files containing summary data.
18. Consults and coordinates with program staff, control agency staff, federal and local government staff, and other interested individuals and organizations.
19. Analyze technical matters and make recommendations.
20. Reviews reports to ensure completeness and accuracy.
21. Assures program compliance with state and federal laws and regulations relating to data collection and its uses.

Research Program Specialist I (RPS I)

Knowledge of:

K1. Techniques for the use of spreadsheet software to organize, report, analyze, and display data.

K2. The programs, policies, procedures, rules, and regulations of the organizations.

K3. The correct use of English grammar, punctuation, and spelling.

K4. Techniques for use of database software.

K5. Techniques for use of a standard software package to perform statistical procedures and to conduct and report descriptive and inferential analyses.

K6. Information gathering techniques.

K7. Basic elements of statistics.

Research Program Specialist I (RPS I)
Ability to:

A1 Identify a need for information

A2 Use knowledge that is acquired through formal training or extensive on the job experience to perform one's job.

A3 Work with, understand, and evaluates technical information related to the job

A4 Work with others to achieve goals.

A5. Work with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations.

A6. Use training, feedback, or other opportunities for self-learning and development.

A7. Use the Internet as a research tool.

A8. Use statistical software to process and produce reports.

A9. Use spreadsheet software such as Excel to produce worksheets.

A10. Use sound judgment to generate and evaluate alternatives, and to make recommendations.

A11. Use efficient learning techniques to acquire and apply new knowledge and skills.

A12. Use computers and computer applications to analyze and communicate information in the appropriate format.

A13. Understand and interpret written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables.

A14. Solve practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

A15. Set well defined and realistic personal goals

A16. Produce written information in a succinct and organized manner, which may include technical material that is appropriate for the intended audience.

A17. Organize work, set priorities, and determine resource requirements and strategies to achieve them.

A18. Monitor progress and evaluate outcomes.

A19. Make sound, well informed, and objective decisions.

A20. Make clear and convincing oral presentations.

A21. Listen to others, attend nonverbal cues, and respond appropriately.

A22. Identify problems; including determination of accuracy and relevance of information.

A23. Foster commitment and team spirit.

A24. Display a high level of initiative, effort, and commitment towards completing assignments in a timely manner.

A25. Develop and maintain effective relationships with others, may include effectively dealing with individuals who are difficult, hostile, or distressed.

A26. Coordinate with other organizations, or parts of the organization to accomplish goals.

A27. Be thorough when performing work and conscientious about attending to detail.

A28. Be sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

A29. Apply what is learned from written material to specific situations.

A30. Analyze information and make correct inferences or draw accurate conclusions.

A31. Adapt behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Research Program Specialist II (RPS II)
Task Statements

1. Responsible for high level special projects and other research activities related to complex data and statistical analysis.

2. Develop and apply scientific methodologies including statistical and conceptual analysis.

3. Develop and direct the application of innovative research methods and sophisticated statistical analysis.

4. Independently performs complex analysis and interpretation of data.

5. Plans and conducts data research applying formula development and statistical methods, as well as developing, designing, and utilizing sampling methods and mathematical models, as a means of data acquisition, extracting information from various sources.

6. Uses expert judgment in designing and evaluating projects, studies, and data gathering methods.

7. Plans and conducts research projects and special studies using advanced research design and methodology, applying formula development and statistical models, in order to ensure that relevant and appropriate data is gathered.

8. Independently plans and conducts studies and other operations that involve sophisticated statistical measurement.

9. Prepare evaluation reports on data collection systems and activities.

10. Monitor changes in program to determine impact on base trends.

11. Presents research findings and the results of data analysis to policy makers, managers, and at meetings and conferences.

12. Serves as lead person for technical staff.

13. Possesses strong written and verbal communication skills.

14. Communicate effectively with other professionals.

15. Prepare statistical and program reports, including tables and graphics for presentation.

16. Trains technical staff for conducting data gathering and computerized analysis using statistical software packages.

17. Perform sophisticated statistical analysis using computer software including SAS, SPSS, PowerPoint, and Excel when analyzing, reporting, and presenting data.

18. Serves as expert level research consultant to major program evaluation and data projects conducted by federal, state, and local agencies.

19. Acts as primary consultant in the design of the project, design of risk assessment models, development of data systems, and the analysis of data.

20. Serve as an expert researcher.

21. Advises Section and Branch chiefs on the impact and implications of the results of studies.

22. Serve as primary technical consultant for program analysts who manage data collection , tabulation and analysis.

23. Employs advanced research design and methodology in designing projects and studies.

24. Employs advanced statistical analysis in evaluating project results.

Research Program Specialist II (RPS II)
Knowledge of:

K1. Techniques for the use of spreadsheet software to organize, report, analyze, and display data.

K2. Correct use of English grammar, punctuation, and spelling.

K3. Techniques for use of database software.

K4. Standard software package to perform statistical procedures and to conduct and report descriptive and inferential analyses.

K5. Simple linear regression analysis

K6. Information gathering techniques.

K7. Hypothesis testing method

K8. Basic elements of statistics.

K9. Basic concepts of sampling, design error, how respondents are weighted to represent populations, and limitations of this method.

Research Program Specialist II (RPS II)
Ability to:

A1. Identify a need for information

A2. Use knowledge that is acquired through formal training or extensive on the job experience to perform one's job.

A3. Work with, understand, and evaluates technical information related to the job

A4. Work with others to achieve goals.

A5. Work with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations.

A6. Work with minimal supervision

A7. Use training, feedback, or other opportunities for self learning and development.

A8. Use the Internet as a research tool.

A9. Use statistical software to process and produce reports.

A10. Use spreadsheet software such as Excel to produce worksheets.

A11. Use sound judgment to generate and evaluate alternatives, and to make recommendations.

A12. Use indexed and relational databases.

A13. Use efficient learning techniques to acquire and apply new knowledge and skills.

A14. Use computers and computer applications to analyze and communicate information in the appropriate format.

A15. Understand and interpret written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables.

A16. Solve practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

A17. Set well defined and realistic personal goals

A18. Recognize opportunities to help the organization accomplish its objectives toward the vision.

A19. Recall information that has been presented previously.

A20. Produce written information in a succinct and organized manner, which may include technical material that is appropriate for the intended audience.

A21. Persuade others to accept recommendations, cooperate, or change their behavior.

A22. Organize work, set priorities, and determine resource requirements and strategies to achieve them.

A23. Organize and maintain information or information management systems.

A24. Monitor progress and evaluate outcomes.

A25. Make sound, well informed, and objective decisions.

A26. Make clear and convincing oral presentations.

A27. Listen to others, attend nonverbal cues, and respond appropriately.

A28. Identify rules, principles, or relationships that explain facts, data, or other information.

A29. Identify problems; including determination of accuracy and relevance of information.

A30. Foster commitment and team spirit.

A31. Express information to individuals or groups effectively, accounting for the audience and nature of information.

A32. Encourage and facilitate cooperation, pride, trust and group identity.

A33. Display a high level of initiative, effort, and commitment towards completing assignments in a timely manner.

A34. Develop and maintain effective relationships with others, may include effectively dealing with individuals who are difficult, hostile, or distressed.

A35. Design new methods where established methods and procedures are inapplicable or unavailable.

A36. Define the population, find an estimator for the parameter to be estimated, draw a random sample, find the estimate, and report the result.

A37. Coordinate with other organizations, or parts of the organization to accomplish goals.

A38. Commit to action, even in uncertain situations, to accomplish organizational goals.

A39. Calmly and effectively with high stress situations.

A40. Be thorough when performing work and conscientious about attending to detail.

A41. Be sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

A42. Apply what is learned from written material to specific situations.

A43. Analyze information and make correct inferences or draw accurate conclusions.

A44. Advise others on technical issues.

A45. Adapt behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Research Program Specialist III (Demography)
Task Statements

1. Plan, organize, and conduct independent, complicated studies on Social Services client populations, etc. for the Administration Division, Welfare to Work (WTW) Division, Children and Family Services Division (CFSD) and other units in the department using advanced research skills, computer programs (e.g., Statistical Analysis System (SAS), Word, Excel, Access, etc.), and departmental data and external data (Medical Eligibility Data System (MEDS) and EDD wage data) in compliance with applicable laws, rules, regulations and departmental data confidentiality policies under minimal supervision.

2. Provide expert consultative services to departmental management and staff, legislative bodies, governmental entities, commissions, and agencies to assist them in making decisions about creating or changing programs, etc. using advanced research skills, computer programs (e.g., SAS, Word, Excel, Access, etc.), and departmental and external data, in compliance with applicable laws, rules, regulations and departmental policies as needed.

3. Act as leadperson to a group of research staff in order to carry out research projects using personal knowledge (e.g., research skills, knowledge of assigning projects, knowledge of staff members' abilities, etc.), communication skills, supervisory skills, and tact, under supervisor's direction.

4. Prepare and design research projects for Social Services programs including the assessment of demographic patterns such as the composition and magnitude of client populations and future population trends, in order to make recommendations based on study results using advanced research skills, computer programs (e.g., SAS, Word, Excel, Access, etc.), and departmental data, in compliance with applicable laws, rules, regulations and departmental policies under minimal supervision.

5. Develop and utilize research methodology and techniques to develop studies in areas where precedents are lacking or a sparse body of knowledge or experience exists using advanced research experience and knowledge, education, and subject matter expertise as needed.

6. Take primary responsibility for major projects or activities in order to produce feasible, accurate studies and provide information to make recommendations using knowledge of advanced research methods, statistical data analysis, advanced computer programming skills, and subject matter expertise as needed.

7. Perform statistical analyses of program data (e.g., California Work Opportunity and Responsibility for Kids (CalWorks) population data, etc.) in order to reach valid conclusions and make recommendations using a broad understanding of complex research and statistical methods, and computer programs (e.g., SAS, Excel, etc.).

8. Assess the impact of Social Services programs on changes in the composition and magnitude of client populations for budgeting purposes using departmental data, advanced research skills, and computer programs and programming skills, as needed.

9. Communicate in a professional and effective manner with others utilizing tact and interpersonal skills to establish and maintain effective working relationships in all situations.

10. Take the initiative to begin, carry out, and complete projects in order to ensure their satisfactory conduct using knowledge of departmental operations, research methods, computer skills, and interpersonal relations as needed.

11. Deliver effective informal oral presentations to management and staff in order to make recommendations based on research results utilizing interpersonal skills and statistical data as needed.

12. Prepare effective written products for management and staff in order to make recommendations based on research results utilizing Word, statistical data, and research findings, etc. as needed.

13. Represent the department, in informal or formal settings, regarding research matters at meetings, conferences, etc., to obtain information and/or represent the interest of the department utilizing interpersonal skills, professionalism, knowledge, etc., as needed and/or upon request.

14. Participate in the development of departmental policies and procedures specific to research utilizing subject matter expertise, applicable laws, rules, regulations, and advanced research skills as needed.

15. Ensure that research projects comply with civil service rules, laws, and regulations under minimal supervision, if applicable.

16. Work closely with service providers/contractors to obtain needed data to evaluate their programs using interpersonal skills, subject matter expertise, and specially created Access database or SAS systems, as needed.

17. Work closely with service providers/contractors to obtain needed data to evaluate their programs using interpersonal skills, subject matter expertise, and specially created Access database or SAS systems, as needed. Instruct departmental staff and outside contractors in the development of computer based data collection systems using knowledge of research methods, computer capabilities, and subject matter expertise.

18. Work closely with external researchers at California State University and University of California who are conducting evaluations of departmental programs to provide them with needed data, access to departmental staff, advice on most appropriate research methods, and answer their questions using subject matter expertise, knowledge of advanced research and statistical methods, knowledge of departmental databases, and departmental operations as needed.

Research Program Specialist III (Demography)
Knowledge of:

K1. Advanced knowledge of principles and concepts of research methods and techniques in order to conduct quantitative evaluations of Social Services programs.

K2. Advanced knowledge of the application and interpretation of statistical techniques to analyze Social Services client population data.

K3. Basic knowledge of application of computerized models (i.e., SAS) to compile and analyze data.

K4. Basic knowledge of survey methods and analytical techniques to collect relevant data.

K5. Advanced knowledge of Social Services (e.g., CalWorks) programs and operations to design valid research projects.

K6. Basic knowledge of the interpretation of laws, rules, and regulations in order to design compliant research projects.

K7. Knowledge of federal, state, and departmental data confidentiality requirements and data security procedures.

K8. Knowledge of principles and concepts of demography as applied in a research and statistical setting.

Research Program Specialist III (Demography)

Skills to:

S1. Advanced skill to adapt formal research principles to the application and execution of applied research projects.

S2. Advanced skill to determine the scope of research to be undertaken in order to provide the information needed by the department.

S3. Skill to analyze design, and use complex data systems in order to obtain the necessary data.

S4. Skill to prepare and present technical population and program evaluation reports in order to provide management with relevant information and recommendations.

S5. Skill to estimate the effects of Social Services programs on the distribution of the client populations in order to project future budget needs.

S6. Skill to make formal and informal oral presentations in order to communicate findings and make recommendations to department management.

S7. Skill in the application of advanced statistical methods in order to reach reliable and valid conclusions.

S8. Skill in use of computer programs (e.g., SAS, Excel, Word, Access, etc.) in order to analyze data appropriately.

Research Program Specialist III (Demography)

Ability to:

A1. Communicate in a professional and effective manner with others in order to maintain effective working relationships.

A2. Work with and advise a group of research focused staff and to assign project tasks within staff members' abilities to ensure that they are satisfactorily completed in a timely fashion to support the conclusion of the research project.

A3. Organize data and information to work effectively and efficiently on assigned projects.

A4. Take initiative to set priorities and meet deadlines.

A5. Adapt and apply formal research methods and principles to research problems of an applied practical nature.

Senior Legal Typist

Task Statements

1. Check completed work for spelling, grammar, punctuation, and format.
2. Identify documents requiring immediate attention.
3. Maintain tickler files related to hearing and filing dates to ensure timely preparation of legal forms to meet deadlines.
4. Prepare court forms, legal documents and pleadings i.e., petitions, briefs, opinions, motions subpoenas, subpoenas duces tecum, declarations and legal notices (including but not limited to: Temporary Suspension Orders, Injunctions, Accusations, Statement of Issues, Notices of Hearing, Proposed Decision and Order and Stipulations).
5. Review, proofread and finalize all outgoing documents for accuracy and completeness in accordance with established procedures.
6. Utilize office desktop technology tools and telecommunication devices, while adhering to legal procedures.
7. File and store completed documents on computer hard drive or disk, and/or maintain a computer filing system to store, retrieve, update and delete documents.
8. Establish efficient system for filing pleadings and correspondence.
9. Arrange meetings for the attorneys.
10. Determine appropriate pleading format and ensure documents are prepared in accordance with legal requirements and deadlines.
11. Schedule hearing dates and locations.
12. Serve as back up to other secretaries, including the Deputy Director's Executive Assistant.
13. Perform clerical duties such as sorting and distributing mail, running errands or sending faxes.
14. Set up and close case files.
15. Electronically sort and compile text and numerical data, retrieving, updating, and merging documents as required.
16. Make, receive, and screen telephone messages.
17. Prepare Administrative Record for the Attorney General's Office.
18. Type correspondence, reports and other written material from rough drafts, corrected copies, voice recordings, dictation or previous versions, using a computer or word processor.
19. Prepare travel-related forms and expense claims.

Senior Legal Typist

Knowledge of:

K1. The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Senior Legal Typist

Skills to:

S1. Convey information effectively.

S2. Manage one's own time

S3. Select and use training/instructional methods and procedures appropriate for the situation when learning new things.

S4. Understand written sentences and paragraphs in work related documents.

Senior Legal Typist

Ability to:

A1. Read and understand information and ideas presented in writing.

A2. Work cooperatively with attorneys, clerical staff, technical staff and the general public.

A3. Act independently, to communicate effectively both verbally and in writing, and to assume increased responsibility.

A4. Reason logically.

A5. Communicate information and ideas in speaking so others will understand.

A6. Listen and understand information and ideas presented through spoken words and sentences.

A7. Read and understand legal documents and similar material.

A8. Write effectively.

A9. Work cooperatively with attorneys, clerical staff, technical staff and the general public.

Senior Personnel Specialist

Task Statements

1 Researches critical personnel/payroll/position control issues to provide recommendations/ alternative solutions utilizing various resources (e.g. policies, procedures, laws, rules, regulations, MOUs, State Controller's Office (SCO) database, etc.) on a daily basis.

2 Reviews various information (e.g. control agency letters, memoranda, MOUs, etc.) to identify the need for modification and/or to determine the appropriate action regarding various personnel/payroll/position control functions utilizing various resources (e.g., SCO database, internet, policies, procedures, laws, rules, regulations, etc.) as needed.

3 Prepares various written documents (e.g. correspondence, procedures, reports, spreadsheets, charts, etc.) to provide information and/or direction regarding various personnel/payroll/position control issues utilizing various resources (e.g., software programs, policies, procedures, laws, rules, MOUs, regulations, etc.) as necessary.

4 Coordinates a variety of personnel/payroll/position control programs (e.g., industrial disability, benefits, attendance, etc.) in order to ensure efficient operation utilizing various resources (e.g. software programs, knowledge, policies, procedures, laws, rules, MOUs, regulations, etc.) on a daily basis.

5 Serves as an expert staff resource regarding difficult and complex personnel/payroll/position control issues to provide information/technical expertise to various entities (e.g., employees, management, public, control agencies, etc.) utilizing various resources (e.g., SCO database, internet, software programs, knowledge, policies, procedures, laws, rules, MOUs, regulations, etc.) on a daily basis.

6 Contacts various entities (e.g. control agencies, internal/external organizations, etc.) to obtain information, guidance and/or clarification on various laws, rules, regulations, policies, procedures, etc. utilizing various communication resources (e.g., e-mail, telephone, verbal, written, etc.) as necessary.

7 Analyzes and interprets information in order to make recommendations regarding various personnel/payroll/position control issues using various resources (e.g., knowledge, policies, procedures, laws, rules, MOUs, regulations, internet, SCO database, etc.) as needed.

8 Applies various laws, rules, regulations, policies, procedures, MOUs, etc. (e.g. state, federal, department, control agencies, etc.) pertaining to a variety of personnel/payroll/position control issues (e.g., appointments, separations, time keeping, certification, benefits, etc.) to ensure compliance on a daily basis.

9 Gathers data to provide information regarding various personnel/payroll/position control issues utilizing various resources (e.g. policies, procedures, laws, rules, MOUs, regulations, various databases, internet, etc.) as necessary.

10 Appropriately communicate with all levels of departmental staff, in a professional and tactful manner by utilizing effective interpersonal skills, training, etc. on a daily basis.

11 Appropriately handle stressful situations in the workplace, in a professional and tactful manner, with a goal of avoiding further escalation by utilizing effective interpersonal skills, training, etc. on a daily basis.

12 Acts as lead to staff to provide information, training and/or direction utilizing various resources (e.g. policies, procedures, laws, rules, Memoranda of Understanding (MOU), regulations, etc.) as needed.

13 Participates as a team member on personnel/payroll/position control related projects, committees, etc. to provide technical expertise/information utilizing various resources (e.g. knowledge, policies, procedures, laws, rules, MOUs, regulations, etc.) as needed.

14 Develops/revises policies and procedures to provide information and/or direction and to ensure consistency, compliance and conformity with various laws, rules, regulations, policies, procedures, etc. as necessary.

15 Develops training programs to provide information and/or ensure compliance with various laws, rules, regulations, MOUs, policies, procedures, software programs, etc. as needed.

16 Conducts training programs to provide information/instruction and/or ensure compliance with various laws, rules, regulations, MOUs, policies, procedures, etc., utilizing various resources (e.g., audio visual aids, handouts, approved lesson plans, technical expertise, software programs, etc.) as needed.

17 Maintains training programs to ensure compliance and conformity with changes to various laws, rules, regulations, MOUs, policies, procedures, etc. as needed.

18 Facilitates the hiring process by conducting interviews, evaluating and recommending candidates for appointment utilizing various methods of filling vacancies (e.g., SCO database, certification lists, transfers, Training & Development Assignments, etc.) as needed and/or directed by management in accordance with laws, rules and regulations.

Senior Personnel Specialist

Knowledge of:

K1. Comprehensive knowledge of current office methods, procedures, and equipment (e.g. information disclosure, customer service, calculator, computer hardware and software, etc.) to ensure the efficient operation of personnel/payroll/position control services.

K2. Comprehensive knowledge of laws, rules, regulations, policies, procedures and Memoranda of Understanding (MOU) affecting personnel record keeping, personnel transactions, payroll, benefits, and position control used in state departments.

K3. Comprehensive knowledge of basic math principles as they relate to personnel/payroll/position control issues (e.g. salary determinations, accounts receivable, disability supplementation calculations, etc.).

K4. Comprehensive knowledge of communication principles and techniques to provide information, direction and ensure consistency, conformity and compliance with laws, rules, regulations, MOUs, policies, procedures, etc. relating to various personnel/payroll/position control functions.

Senior Personnel Specialist

Skill to:

S1. Clearly communicate with others (e.g. all levels of staff, control agencies, public, etc.) to exchange and relay information related to various personnel/payroll/position control issues and to establish and maintain cooperative work relationships with those contacted during the course of work.

S2. Organize and prioritize work to effectively manage workload and to comply with mandated policies and deadlines.

S3. Maintain personnel/payroll/position control documents to ensure conformity, consistency, and compliance with law, rules, regulations, policies, procedures, etc.

S4. Research and analyze various personnel/payroll/position control issues to recommend alternative solutions and/or take appropriate course of action.

S5. Coordinate a variety of personnel/payroll/position control services to ensure conformity, consistency, and compliance with law, rules, regulations, policies, procedures, etc. and provide quality services.

S6. Independently interpret reference materials to ensure conformity, consistency, and compliance with law, rules, regulations, policies, procedures, etc.

S7. Develop various written documents (e.g. correspondence, procedures, reports, tables, spreadsheets, charts, etc.) to provide information/data on various personnel/payroll/position control issues.

S8. Operate a computer hardware/software to access/retrieve/update information and produce personnel/payroll/position control related documents.

Senior Personnel Specialist
Ability to:

A1. Multitask to effectively manage workload and to comply with mandated departmental, state, federal laws, rules, regulations, policies, guidelines, and/or MOUs.

A2 Apply laws, rules, regulations, and bargaining unit contract provisions to ensure consistency, conformity and compliance with departmental, state, federal laws, rules, regulations, policies, guidelines, and/or MOUs.

A3. Think logically in order to take appropriate course of action.

A4. Gather data to draw conclusions and make decisions when completing work assignments and projects.

A5. Independently interpret and use reference materials and sources to ensure conformity, consistency, and compliance with departmental, state, federal laws, rules, regulations, policies, guidelines and/or MOUs.

A6. Advise employees of their rights to receive assistance regarding various personnel/payroll/position control issues.

A7. Consult with management on alternative actions they make on various transactions situations.

A8. Communicate clearly and concisely with all levels of departmental staff, control agencies, public, etc., related to personnel/payroll/position control issues.

A9. Operate a personal computer using word processing software.

A10. Create reports, correspondence, and other job-related materials and documents.

A11. Coordinate a variety of personnel/payroll/position control issues to ensure consistency, conformity, and compliance with laws, rules, regulations, policies, and procedures.

A12. Research various personnel/payroll/position control issues to recommend effective, appropriate courses of action.

A13. Analyze personnel/payroll/position control issues accurately and thoroughly, in order, to determine and recommend effective, appropriate actions.

Senior Special Investigator
Task Statements

1. Obtain and verify evidence by interviewing and observing suspects and witnesses, or by analyzing records.

2. Determine scope, timing, and direction of investigations.

3. Testify in administrative hearings and criminal proceedings.

4. Investigate the most sensitive and complex sexual abuse allegations, physical abuse resulting in great bodily injury, suspicious deaths, unlicensed activities, and other very serious allegations.

5. Identify case issues and evidence needed, based on analysis of criminal charges or allegations of law violations.

6. Obtain and evaluate records including but not limited to, hospital records, police and sheriff's office reports and court documents.

7. Analyze information gathered by investigation, and report findings and recommendations.

8. Conduct interviews with suspects, victims, witnesses, collateral sources and law enforcement agencies.

9. Obtain, review, and analyze criminal arrest reports, coroner's reports, juvenile records, photographs, California Law Enforcement System (C.L.E.T.S.) reports, DMV information, Megan's LEA (law enforcement application), Cal-Photo, 911 tapes, CPS and county records, judgments of conviction and court documents, medical records, financial records, and pertinent physical evidence.

10. Prepare investigative reports of findings including supplemental and assignment reports.

11. Consult and provide assistance to the Regional Offices, CDSS Legal Division, local law enforcement agencies and district attorneys in compliance with criminal or administrative procedures. This includes but not limited to, service of subpoenas, service of immediate exclusion orders and obtaining criminal history information.

12. Examine records in order to locate links in chains of evidence or information.

13. Collaborate with other offices and agencies in order to exchange information and coordinate activities.

14. Search computer databases, public records, legal filings, and other resources in order to locate persons or to compile information for investigations.

15. Obtain and analyze information on suspects and crimes in order to solve cases, to identify criminal activity, and to gather information for court cases.

16. Work with local law enforcement in conducting forensic interviews, and issuing and serving inspection warrants and search warrants as necessary.

17. Conduct investigative activities in a lead capacity over the assigned Special Investigator I in the investigation of very complex allegations.

18. Perform administrative tasks and other duties, as required.

19. Alert appropriate personnel to suspects' locations.

20. Assist in the evaluation and storing of evidence and maintain the chain of custody.

21. Conduct background investigations for CDSS peace officer applicants.

22. Conduct internal affairs investigations for CDSS.

23. Record evidence and documents, using equipment such as cameras and photocopy machines.

Senior Special Investigator
Knowledge of:

K1. Investigation techniques and procedures.

K2. Licensing and enforcement activities.

K3. Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

K4. Rules of evidence and court procedures.

K5 Laws of arrest, search and seizure, legal rights of citizens, and service of legal process.

K6. Basic knowledge of computer use and word processing software.

	Senior Special Investigator Ability to:
A1	Interpret and apply laws and regulations to specific situations.
A2	Gather and analyze information.
A3	Use logic and reasoning to arrive at appropriate conclusions.
A4	Draw valid conclusions and make appropriate recommendations.
A5	Participate effectively in investigations and interviews.
A6	Communicate effectively orally and in writing.
A7	Establish and maintain effective working relationships.
A8	Conduct effective interviews by actively listening, conveying information accurately and developing appropriate questions.
A9	Have good reading comprehension.
A10	Manage time effectively.
A11	Review and evaluate the work of the Special Investigator 1 giving guidance and counsel in work methods and procedures.

Social Services Consultant II
Task Statements

1 Analyze and make recommendations on complex public child welfare program development, policy, and practice issues.

2 Analyze all State and federal legislation relating to services for children and families.

3 Attend intra-departmental, interdepartmental and stakeholder meetings as assigned.

4 Complete the more complex special projects and studies as required for child abuse prevention intervention and treatment program development.

5 Coordinate and facilitate and participate on children and family services work groups, advisory committees with representatives from other State and local agencies, service providers, child advocacy groups, and the general public.

6 Coordinate and oversee all aspects of receiving, scoring, and awarding grants/contracts, Requests for Proposals (RFP), and Memorandum of Understanding (MOU). Monitor programs efficacy and outcomes.

7 Coordinate with other states to develop policies and programs related to child well-being and federal regulations.

8 Develop alternatives to legislation and make amendments to proposed legislation; write language to clean-up current codes.

9 Develop uniform policies, procedures and practices to be used by Child Welfare Agencies.

10 Develop, execute, and manage contracts including working with fiscal, legal and contracts offices.

11 Develop regulations for Child Welfare Services (CWS) agencies per state and federal legislative changes.

12 Develop legislation and implementation plan for federal mandates.

13 Evaluate alternatives to legislation.

14 Evaluate and answer complaints, appeals, and inquiries regarding social service programs.

15 Maintain case history records and prepare reports.

16 Monitor and evaluate county Child Welfare Services operations and private

agencies.

17 Participate in Statewide Child and Family Services reviews, any subsequent program improvement plan (PIP), other department reports.

18 Perform program representation, analysis, evaluation, consultation, and development tasks.

19 Prepare background information, legislative analyses, legislative proposals, and legislative hearing testimony.

20 Prepare bill analysis, research legislative history and impact on both local and state agencies.

21 Prepare fiscal analysis; revise analysis as updated in the legislature and as necessary by the Department.

22 Prepare, review, edit annual federal /state grant applications and reports as required.

23 Prepare written/oral responses, as appropriate, to other governmental entities and the public after appropriate investigation and research.

24 Provide and/or arrange training to stakeholders to improve outcomes as needed.

25 Provide high level briefings for management on the status of programs.

26 Provide high level technical assistance and consultation in the implementation and maintenance of public social service delivery systems at the State, county and community levels.

27 Represents the Department at a variety of meetings held by public and private entities.

28 Research and develop concept papers and Requests for Proposals (RFP) to fund programs that prevent, intervene, and treat child abuse and neglect.

29 Research, prepare and compose All-County Letters, All County Information Notices, fiscal analysis and other written correspondence.

30 Research, coordinate and develop responses in collaboration with legal and other state departments for pending or settled lawsuits related to Child Welfare.

31 Research current public and private children and family social service delivery systems and practice methodologies.

32 Write bill analysis; Request for Action (RFA)

Social Services Consultant II

Knowledge of:

K1. Principles, practices, and techniques used in the administration of public social services and child welfare programs.

K2. Community resources and social organizations.

K3. Research methods as applied to social work.

K4. The provisions of the Welfare and Institutions Code, the Social Security Act, and other related State and Federal rules, regulations, and laws pertaining to public social service programs.

K5. Scope and activities of public and private social service agencies.

K6. Child psychology and human growth and development and group behavior.

K7. Principles and practices of supervision and effective personnel practices.

K8. Group and individual training methods.

Social Services Consultant II

Ability to:

A1. Analyze problems arising out of the operation of public assistance, and child welfare programs.

A2 Reach practical and logical conclusions and put into practice effective changes.

A3. Perform research studies in the field of public social service.

A4. Secure accurate social data and record and report such data systematically.

A5. Utilize community resources.

A6. Interpret the provisions of the Welfare and Institutions Code, the Social Security Act, and other related State and Federal rules, regulations, and laws pertaining to public social service programs.

A7. Participate effectively in conferences and interviews and establish and maintain effective working relationships with those contacted in the work.

A8. Plan, organize, and direct the work of others.

A9. Communicate effectively and write clear, accurate, and concise reports.

A10. Analyze situations accurately and take effective action.

A11. Utilize and apply effectively the required technical knowledge.

Social Services Consultant III
Task Statements

1. Act as resource to federal and county governments, stakeholders and advocacy groups and other interested parties.

2. Compose all correspondence.

3. Analyze impact and collaborate with state and county staff to ensure positive outcomes for foster children.

4. Assure county social services agencies carry out mandated responsibilities to support the program in accordance with state and federal regulations.

5. Evaluate and answer complaints, appeals, and inquiries regarding social service programs.

6. Analyze state and federal legislation relating to services for children and families.

7. Assist local county agencies to evaluate program services.

8. Interpret policy to staff and other various stakeholders.

9. Prepare written or oral responses, as appropriate, to queries from other governmental entities and the public.

10. Generate reports to satisfy federal and state requirements.

11. Act as liaison for various stakeholders.

12. Analyze and make recommendations on complex public child welfare program development, policy, and practice issues.

13. Perform program representation, analysis, evaluation, consultation, and development tasks.

14. Facilitate, gather, and compile data.

15. Participate with other agencies and departments' program development and implementation activities, which may affect foster children.

16. Prepare background information to be used for briefing management.

17. Approve plans as appropriate.

18. Facilitate and coordinate training by outside experts for state staff and county staff.

19. Attend intra-departmental, interdepartmental and stakeholder meetings as assigned.

20. Convene and facilitate advisory committees with representatives from other state and local agencies, service providers, child advocacy groups, and the general public.

21. Develop regulations, policies and procedures related to Child Welfare Services.

22. Monitor counties and contractors for compliance with requirements including on-site monitoring as necessary.

23. Design forms for tracking, reporting and evaluating information necessary to meet federal mandates.

24. Negotiate with county and contractors on fiscal and program requirements which fail to meet criteria.

25. Provide technical assistance and/or arrange training as appropriate for consultation, implementation, maintenance, and identified failures to meet requirements of public social service delivery systems at the state, county and community levels.

26. Participate in the advisory committee and subcommittees.

27. Research current public and private children and family social service delivery systems and practice methodologies.

28. Develop legislative proposals and budget change proposals.

29. Provide consultation and interpretation to public and private adoption agencies as well as the general public regarding adoption programs, laws, regulations and policies.

30. Review county plans.

31. Complete the more complex special projects and studies as required for child abuse prevention intervention and treatment program development.

32. Develop and evaluate alternatives to legislation.

33. Develop informational brochures and other materials.

34. Prepare background information, legislative analyses, legislative proposals, and legislative hearing testimony.

35. Present training on the federal mandates and requirements to state staff and county staff.

36. Coordinate all aspects of receiving, scoring, and awarding grants/contracts request for proposal.

37. Maintain case history records and prepare reports.

Social Services Consultant III
Knowledge of:

K1	Provisions of the Welfare and Institutions Code, the Social Security Act, and other related State and Federal rules, regulations, and laws pertaining to social service programs.
K2	Principles of social casework, group work, and community organization.
K3	Principles, practices, and techniques used in the administration of public social services and child welfare programs.
K4	Community resources and social organizations.
K5	Research methods as applied to social work.
K6	Scope and activities of public and private social service agencies.
K7	Child psychology, home growth, and group behavior.
K8	Human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders and career counseling and guidance.
K9	Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
K10	Group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.
K11	Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
K12	Court procedures, precedents, executive orders, agency rules, and the democratic political process.
K13	Electronic equipment, and computer hardware and software, including applications and programming.
K14	Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
K15	Administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office

procedures and terminology.

Social Services Consultant III
Skills to:

S1	Convey information effectively.
S2	Provide full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
S3	Monitor/assess performance of yourself, other individuals, or organizations to make improvements or take corrective action.
S4	Be aware of others' reactions and understanding why they react as they do.
S5	Actively look for ways to help people.
S6	Understand written sentences and paragraphs in work related documents.
S7	Understand the implications of new information for both current and future problem solving and decision-making.
S8	Communicate effectively in writing as appropriate for the needs of the audience.
S9	Use logic and reasons to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
S10	Consider the relative costs and benefits of potential actions to choose the most appropriate one.

Social Services Consultant III
Ability to:

A1	Analyze problems arising out of the operation of public assistance, and child welfare programs.
A2	Reach practical and logical conclusions and put into practice effective changes.
A3	Secure accurate social data and record and report such data systematically.
A4	Utilize community resources.
A5	Interpret the provisions of the Welfare and Institutions code, the Social

Security Act, and other related State and Federal rules, regulations, and laws pertaining to public social service programs

A6 Participate effectively in conferences and interviews and establish and maintain effective working relationships with those contacted in the work.

A7 Plan, organize, direct and coordinate the work of others.

A8 Communicate effectively and write clear, accurate, and concise reports.

A9 Analyze situations accurately and take effective action.

A10 Utilize and apply required technical knowledge.

A11 Review and edit written reports.

A12 Appear before groups and communicate effectively.

A13 Perform as a highly trained expert or member of an administrative task force.

A14 Effectively contribute to the Equal Employment opportunity objectives.

A15 Listen and understand information and ideas presented.

A16 Combine pieces of information to form general rules or conclusions.

A17 Read and understand information and ideas presented in writing.

Special Investigator I
Task Statements

1. Obtain and verify evidence by interviewing and observing suspects and witnesses, or by Analyzing records.

2. Examine records in order to locate links in chains of evidence or information.

3. Collaborate with other offices and agencies in order to exchange information and coordinate activities.

4. Determine scope, timing and direction of investigations.

5. Investigate crimes such as, but not limited to, spousal abuse, child abuse, murder, bank robbery, extortion, kidnapping, and other violations of federal or state statutes.

6. Identify case issues and evidence needed, based on analysis of criminal charges or allegations of law violations.

7. Search computer databases, public records, legal filings, and other resources in order to locate persons or to compile information for investigations.

8. Obtain and analyze information on suspects and crimes in order to solve cases, to identify criminal activity, and to gather information for court cases.

9. Obtain and evaluate records including but not limited to, hospital records, police and sheriff office reports and court documents.

10. Analyze information gathered by investigation, and report findings and recommendations.

11. Conduct interviews, by telephone or in person, with suspects, victims, witnesses, collateral sources and law enforcement agencies in the investigation of arrest-only, unresolved arrest with conviction, trust line, legal follow-up, investigative assignment and special request cases.

12. Obtain, review, and analyze criminal arrest reports, coroner's reports, juvenile records, photographs, California Law Enforcement System (C.L.E.T.S.) reports, DMV information, 911 tapes, CPS and county records, judgments of conviction and court documents, medical records, psychological records, financial records, education records and pertinent physical evidence.

13. Prepare investigative reports of findings including supplemental and assignment reports.

14. Consult and provide assistance to Regional Offices, the Caregiver Background Check Bureau (CBCB) staff and CDSS Legal Division regarding arrest cases. This includes but is not limited to, service of subpoenas, service of immediate exclusion orders and obtaining criminal history information.

15. Record evidence and documents, using equipment such as cameras and photocopy machines.

16. Testify in administrative hearings and criminal proceedings.

17. Alert appropriate personnel to suspects' locations.

18. Assist in the evaluation and storing of evidence and maintain the chain of custody.

19. Perform administrative tasks and other duties, as required.

20. Provide assistance to CDSS Legal Division, local law enforcement agencies and district attorneys in compliance or administrative procedures.

Special Investigator I
Knowledge of:

K1. Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

K2. Basic knowledge of computer use and word processing software.

K3. Investigation techniques and procedures.

K4. Licensing and enforcement activities.

K5. Rules of evidence and court procedures.

K6. Laws of arrest, search and seizure, legal rights of citizens, and service of legal process.

Special Investigator I
Ability to:

A1. Have good reading comprehension.

A2. Communicate effectively orally and in writing.

A3. Establish and maintain effective working relationships.

A4. Manage time effectively.

A5. Gather and analyze information.

A6. Use logic and reasoning to arrive at appropriate conclusions.

A7. Draw valid conclusions and make appropriate recommendations.

A8. Interpret and apply laws and regulations to specific situations.

A9. Participate effectively in investigations and interviews.

A10. Conduct effective interviews by actively listening, conveying information accurately and developing appropriate questions.

Staff Services Manager I

Task Statements

Supervision

1. Plan, supervise, direct, and oversee the work activities of subordinate employees.

2. Involve subordinate employees in planning work activities to accomplish project or program goals and objectives.

3. Assign and delegate work to subordinate employees.

4. Resolve performance problems by planning and implementing measures to improve employee performance.

5. Determine the need for and recommend appropriate disciplinary action for employees in the work unit.

6. Determine the need for and apply appropriate disciplinary action to employees in the work unit.

7. Monitor work of subordinate employees to ensure that it meets quality, quantity, and timeliness standards.

8. Document employee performance and complete employee performance evaluations and probationary reports.

9. Conduct interviews with candidates for employment, and hire new employees into the work unit or division.

10. Shift priorities, staff, and resources to maximize the productivity and/or effectiveness of the work unit.

11. Plan for the efficient use of personnel and resources to complete assigned projects.

12. Involve subordinate employees in identifying resources needed to accomplish project or program goals and objectives.

13. Follow up on the results of staff work assignments and projects.

14. Set up controls to ensure the timely completion of staff work projects.

15. Involve subordinate employees in establishing timelines and due dates for the completion of work assignments and projects.

16. Introduce changes in the work unit in a positive manner.

17. Direct the work activities of a diverse workforce, which includes cultural, race, and gender diversity, as well as other individual differences amongst individual subordinate staff members.

18. Promote positive, cooperative, professional working relations among staff.

19. Reinforce and reward contributions, accomplishments, and positive performance by subordinate employees.

20. Respond to changes in the work unit in a positive manner.

21. Establish goals and objectives for the work unit or division.

22. Encourage and support subordinate employees in taking responsible risks to develop improved or innovative solutions to work-related problems.

23. Interpret provisions of collective bargaining agreements to ensure compliance in the course of supervising represented employees.

24. Administer provisions of collective bargaining agreements to ensure compliance in the course of supervising represented employees.

25. Recognize the efforts and accomplishments of staff and appropriately celebrate employee achievements.

26. Provide challenging work assignments to employees in order to develop employee expertise and maintain employee interest in the job.

27. Resolve disagreements and conflicts between staff members in order to achieve a harmonious, productive staff.

28. Establish employee goals for appropriate level of customer service.

29. Conduct team-building sessions with work unit or division in order to establish a more cohesive and productive staff.

30. Provide coaching to subordinate staff relating to the tasks of the job to improve performance and productivity.

Training

---

31. Conduct training needs analyses to determine the level and type of training needed by subordinate staff.

32. Provide on-the-job training to staff relating to the tasks of the positions in the work unit or division.

33. Provide classroom training to staff relating to the tasks of the positions in the work unit or division.

34. Identify formal training classes and seminars available for staff development.

35. Identify problems and issues relating to work unit or division programs, procedures, business processes, and/or policies.

36. Identify data needed to address issues, make decisions, or complete work assignments and projects.

37. Collect data needed to address issues, make decisions, or complete work assignments and projects.

38. Analyze and evaluate problems and issues relating to work unit programs, procedures, business processes, and/or policies.

39. Analyze data needed to address issues, make decisions, or complete work assignments and projects.

40. Develop solutions for problems relating to work unit programs, procedures, business processes, and/or policies.

41. Analyze and evaluate the level of service provided to customers/clients by the work unit or division.

42. Identify and make appropriate decisions from a variety of alternative solutions.

43. Recognize the ramifications and possible impact of decisions.

44. Anticipate future consequences of present decisions and courses of action.

45. Assist staff in developing solutions to problems and issues relating to work unit programs, procedures, business processes, and/or policies.

46. Follow-through on and resolve client complaints or problems related to program issues.

47. Resolve problems with vendors or service providers over the delivery of goods and services.

48. Involve subordinate staff in the decision-making process to achieve support for decisions.

49. Resolve business process issues related to the use of new computer systems.

Program Management

---

50. Develop policies and procedures to provide for the effective operation of the

work unit or division.

51. Oversee the implementation of new and/or revised programs.

52. Represent the work unit at meetings with executive management.

53. Develop survey instruments designed to assess the impact or effectiveness of programs and/or policies.

54. Analyze the results of survey instruments used to assess the impact or effectiveness of programs and/or policies.

55. Prepare reports summarizing the findings and conclusions of a study or a program/policy analysis.

56. Review and analyze proposed legislation to determine its impact on departmental programs and/or policies.

57. Advise management on the impact or potential impact of proposed legislation.

58. Review and analyze manuals, policies, regulatory requirements, etc., that affect work unit operations to determine impact on unit operations and staff.

59. Identify and prioritize potential risks to the department in the completion of work assignments and projects.

60. Develop strategies to mitigate potential risks to the department in the completion of work assignments and projects.

61. Identify recovery plans and contingencies in response to risks or problems with work assignments and projects.

62. Implement recovery plans and contingencies in response to risks or problems with work assignments and projects.

63. Read and comprehend reports, memos, manuals, and other job-related materials and documents to determine effect on work unit operations and staff.

64. Implement new policies, procedures, business processes, and programs, ensuring appropriate staff training and overall planning to minimize disruption to staff.

65. Adapt plans and schedules to meet changing priorities of work objectives, personnel, resources, and/or workload demands.

66. Determine and establish priorities and service levels for staff in order to meet both long-term objectives and the short-term demands of the work unit.

67. Oversee the application of established priorities and service levels for the work unit or division.

68. Prepare statistical reports and summaries for management on issues related to departmental programs and services.

69. Identify opportunities for collaboration and cooperation with other units, sections, and divisions.

70. Perform long-term planning of program activities to ensure the goals and objectives of the work unit or division are achieved.

71. Perform short-term planning of program activities to ensure the goals and objectives of the work unit or the division are achieved.

72. Manage projects ensuring that end products or services are delivered on schedule and within the established budget.

73. Negotiate with venders and service providers over delivery dates, price, and the resolution of problems.

74. Monitor the performance of contractors, consultants, and vendors to ensure that desired level of service is provided.

75. Implement provisions of chaptered legislation to ensure compliance by the department.

76. Resolve conflicting requests for service provided by the work unit or division.

Budget

77. Assist in the development of the annual budget for the work unit or division.

78. Develop the annual budget for the work unit or division.

79. Administer the annual budget for the work unit or division.

80. Identify and propose position, equipment, and supply order changes within the work unit or division.

Communication

81. Interpret and explain policies, procedures, rules, and/or regulations to the public, departmental employees, or to other State employees.

82. Develop a system of communication to keep subordinate staff informed of important department, division, or work unit issues.

83. Communicate department goals and priorities to subordinate staff.

84. Monitor and report on activities, projects, and issues of interest to management.

85. Represent the work unit or division in meetings to develop new systems or business processes.

86. Serve as liaison between department and other State agencies to resolve or address problems or issues.

87. Make presentations to employees and management, on issues related to departmental programs and services.

88. Conduct meetings with departmental employees or other employees from State agencies which achieve desired outcomes or objectives.

89. Conduct meetings with subordinate employees to communicate information that is necessary for job performance.

90. Make presentations regarding work unit issues at public meetings and/or hearings.

Self-Direction

91. Prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.

92. Establish a course of action for self and/or subordinate staff members to accomplish specific goals.

Staff Services Manager I

Knowledge of:

K1. Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of subordinate employees.

K2. Effective time management techniques to provide for efficient prioritization and completion of work assignments for self and subordinate staff.

Staff Services Manager I
Skills to:

S1. Adapt leadership and management style and actions to a variety of situations.

S2. Analyze and evaluate problems and issues relating to work unit programs, procedures, business processes, and/or policies.

S3 Analyze and evaluate the impact and effectiveness of programs, procedures, business processes, and/or policies.

S4. Analyze situations accurately and thoroughly in order to determine and implement effective appropriate courses of action.

S5. Anticipate future consequences of present decisions or courses of action.

S6. Delegate work assignments and appropriate level of responsibility to subordinate employees in order to complete work assignments and projects.

S7. Build consensus and agreement through the give-and-take of negotiations and compromise to resolve a variety of issues.

S8. Coach and mentor subordinate employees to improve performance, productivity, and expertise.

S9. Complete projects and assignments on schedule and within established budget.

S10. Convey expectations, priorities, and vision to others.

S11. Determine and establish priorities and service levels in the work unit or division.

S12. Develop solutions to problems and issues relating to work unit programs, procedures, business processes, and/or policies.

S13. Effectively apply management and leadership principles and techniques within the work group to ensure a productive, professional working environment and to provide for efficient completion of work tasks and assignments.

S14. Effectively supervise a culturally diverse subordinate staff, ensuring that supervisory and management decisions are sensitive to the impact of culturally diverse perceptions.

S15. Establish a course of action for self and/or subordinate employees to accomplish specific goals.

S16. Establish project schedules and milestones to complete projects and assignments within desired timelines.

S17. Follow up on the results of staff work assignments and projects.

S18. Identify and make an appropriate decision from a variety of alternative solutions.

S19. Identify problems relating to the procedures and/or policies of the work unit.

S20. Introduce changes in the work unit in a positive manner to generate support for the changes and to minimize impact or perceived impact on staff.

S21. Manage projects ensuring that end products or services are delivered on schedule and within the established budget.

S22. Monitor the work of subordinate employees to ensure that it meets quality, quantity, and timeliness standards.

S23. Motivate and guide staff toward goal accomplishment.

S24. Objectively identify all facts and implications related to a situation before drawing conclusions and determining courses of action.

S25. Oversee the implementation of new and/or revised programs.

S26. Plan for the efficient use of personnel and resources to complete assigned projects or on-going work.

S27. Plan for the implementation of new and/or revised programs or projects.

S28. Plan, organize, supervise, direct, and oversee the work activities of subordinate employees.

S29. Prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.

S30. Include subordinate employees in planning of work activities, the identification of required resources, and the establishment of timelines to complete work assignments and projects.

S31. Provide on-the-job training to subordinate staff relating to the tasks of the position.

S32. Recognize the need to shift priorities, staff, and resources to maximize the operations of the work unit.

S33. Recognize the ramifications and possible impact of decisions.

S34. Resolve conflicting priority requests for service provided by the work unit or division.

S35. Resolve performance problems by planning and implementing measures to improve performance.

Staff Services Manager I

Ability to:

A1. Take action and/or make commitments to a variety of situations under a variety of circumstances, even in uncertain situations or under uncertain circumstances, to accomplish department, division, or work unit goals.

A2. Lead by positive example in managing the employees of the work unit or

division.

A3. Maintain high ethical standards in completing all assignments and projects.

Staff Services Manager II

Task Statements

Supervision

1. Involve subordinate employees in planning work activities to accomplish project or program goals and objectives.
2. Involve subordinate employees in identifying resources needed to accomplish project or program goals and objectives.
3. Involve subordinate employees in establishing timelines and due dates for the completion of work assignments and projects.
4. Reinforce and reward contributions, accomplishments, and positive performance of subordinate employees.
5. Encourage and support subordinate employees in taking responsible risks to develop improved or innovative solutions to work-related problems.
6. Monitor the use and application of work unit and departmental policies, procedures, and guidelines to ensure that work assignments and projects are completed in compliance with such standards.

Management Control

7. Apprise management of status and progress of work unit operations, including the delivery of products and services and issues or problems with potential impact on the completion of work assignments or the meeting of departmental and work unit goals and objectives.

Problem Analysis

8. Identify data needed to address issues, make decisions, or complete work assignments and projects.
9. Collect data needed to address issues, make decisions, or complete work assignments and projects.
10. Analyze data needed to address issues, make decisions, or complete work assignments and projects.
11. Identify potential risks to the department in the completion of work assignments and projects.
12. Prioritize potential risks to the department in the completion of work assignments and projects.

13. Identify potential risks to work unit operations that would impact the delivery of completed work unit projects, program deliverables, or products/services.

14. Prioritize potential risks to work unit operations that would impact the delivery of completed work unit projects, program deliverables, or products/services.

15. Develop strategies to mitigate potential risks to departmental goals and objectives.

16. Develop strategies to mitigate potential risks to work unit operations to ensure minimal impact to work unit deliverables.

17. Identify recovery plans and contingencies in response to risks or problems with work unit operations, work assignments, and projects.

18. Implement recovery plans and contingencies in response to risks or problems with work unit operations, work assignments, and projects

Staff Services Manager II

Supervision

Knowledge of:
Skills to:

K1. The cultural differences of a diverse subordinate staff to ensure that supervisory decisions and expectations related to staff interaction, completion of work assignments, assignment of work, and general oversight activities take into consideration the needs of staff members individually and collectively.

K2. Appropriate corrective actions and progressive disciplinary techniques to provide effective, appropriate monitoring, coaching, and counseling of the work performance of subordinate staff.

S1. Include subordinate staff in the planning of work activities, the identification of required resources, and the establishment of timelines to complete work assignments and projects.

S2. Delegate work assignments and appropriate level of responsibility to subordinate staff to allow staff to complete work assignments and projects.

S3. Recognize and reward positive, valued employee contributions in an effort to reinforce such behavior and enhance overall employee performance.

S4. Counsel and guide employees regarding performance expectations, task completion, and overall performance issues.

S5. Supervise a culturally diverse subordinate staff, ensuring that supervisory and management decisions are sensitive to the needs of a culturally diverse population.

Staff Services Manager II

Management Control

Knowledge of:

Skills to:

K3. Program evaluation methods used to assess the effectiveness of programs and services.

K4. Time management techniques to provide for efficient prioritization and completion of projects and assignments.

K5. Strategic planning principles and concepts to plan and manage projects and assignments.

K6. The purpose, mission, and goals of the department and the work unit to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the work unit.

K7. The organization of the department and its operating parameters to ensure that the efforts and accomplishments of the work unit correspond with the overall operations of the department.

K8. The resources available within the work unit and the department to provide assistance in meeting goals and objectives to ensure that expectations of staff efforts and performance are reasonable and appropriate given available resources.

K9. Departmental trends and philosophies to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the department.

S6. Demonstrate a working understanding of the department's structure, including functional interrelationships of individual divisions and work units within the department and departmental administrative processes, to ensure that work unit assignments and the delivery of work unit products and services conform to departmental organizational and resource parameters.

S7. Identify information, materials, and resources needed to complete projects and assignments.

S8. Utilize work unit resources (i.e., budget, staffing, and equipment resources) to complete work assignments and projects and ensure that work unit operations are in accordance with departmental goals and objectives.

S9. Plan for the impact of politics and political decision-making on work unit operations and the delivery of work unit products and services.

S10. Incorporate the impact of political decision-making on work unit operations when delegating and assigning work to staff to mitigate impact to staff and to mitigate impact to the delivery of work unit products and services.

S11. Oversee the implementation of policies and procedures designed to ensure the effective operation of the work unit.

S12. Develop short-range and long-range plans and timelines to complete projects and assignments in accordance with the operating goals and objectives of the department.

S13. Develop alternate work plans and strategies in response to changing priorities, problems, or setbacks to allow for the completion of projects and work assignments within desired timeframes.

S14. Develop systems and controls to ensure the quality delivery of work unit products and services.

S15. Oversee the implementation of systems and controls to ensure the quality delivery of work unit products and services.

S16. Implement departmental or work unit directives contrary to personal beliefs or opinions in a manner that does not detract from the overall effectiveness of the directives and that generates staff support for the directives.

S17. Introduce changes in the work unit a positive manner in an effort to generate support for the changes and to minimize impact or perceived impact on staff.

S18. Recommend changes to work unit policies and procedures to enhance program or work unit effectiveness.

Staff Services Manager II

Team/Work Unit Interaction

Knowledge of:
Skills to:
Ability to:

K10. Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work group such that a positive, cooperative, professional work environment results.

K11. Team-building principles and techniques to contribute to and promote a positive, cooperative, professional work environment for staff.

S19. Apply communication and motivational techniques and principles in directing and overseeing the work activities of subordinate staff to ensure that supervisory/management actions taken reflect an interest in enhancing work unit operations and demonstrating mutual respect for staff.

S20. Convey expectations, priorities, and vision to others.

S21. Empower staff to accomplish work tasks and provide input to work unit goals and objectives.

S22. Involve staff in the decision-making process regarding project timelines, work assignments, and work unit operations to facilitate staff acceptance of performance expectations.

S23. Promote positive, collaborative, professional working relationships.

S24. Motivate and guide staff toward goal accomplishment.

S25. Facilitate meetings and discussions in a manner which ensures that the focus of the meeting/discussion remains clear and allows for attendee participation.

A1. Adapt quickly and appropriately to a variety of situations and personalities in order to react and respond appropriately to such situations.

Staff Services Manager II

Planning and Organization

Knowledge of:
Skills to:

K12. Time management techniques to provide for efficient prioritization and completion of work assignments for self and subordinate staff.

S26. Manage work load and assignments in order to meeting work unit and project objectives and deadlines.

S27. Prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.

Staff Services Manager II

Problem Analysis

Knowledge of:
Skills to:

K13. Risk management principles and techniques to identify and prioritize potential risks to work unit operations, programs, products, and services to limit impact and provide for timely recovery from such risks.

K14. Data analysis methods and techniques to draw appropriate conclusions and make decisions when completing work assignments and projects.

S28. Implement risk management strategies and plans to resolve and minimize the impact of risks to work unit operations.

S29. Oversee the implementation of risk management strategies and plans to resolve and minimize the impact of risks to work unit operations.

S30. Identify appropriate recovery plans and contingencies to resolve and minimize the impact of risks to work unit operations.

S31. Analyze the pros and cons of proposed alternatives.

S32. Make appropriate decisions when faced with time constraints and limited information.

S33. Formulate relevant issues related to a variety of problems or issues affecting work unit operations for discussion, presentation, and/or review with management.

S34. Make decisions on behalf of the work group or project team when consensus cannot be reached.

Staff Services Manager II

Oral Communication

Skills to:

S35. Present technical or complex information to a variety of audiences, adjusting the level of presentation to fit the specific audience.

S36. Facilitate the effective exchange of ideas and feedback with subordinate staff, co-workers, and management.

S37. Relay information and data in a clear, concise, objective manner to a variety of audiences.

S38. Objectively explain the reasons and rationale for decisions made and policies and practices implemented.

S39. Give clear, accurate instructions and directions related to work assignments and performance expectations to staff.

S40. Listen in both one-on-one and group settings to ensure that the information being communicated is received appropriately and considered completely prior to a response.

Staff Services Manager III

Task Statements

Administrative

1. Manage analytical studies, surveys, and projects on varied matters to provide information, and develop options and recommendations, using relevant methods and appropriate tools to meet management needs as needed and/or upon request by executive staff.

2. Effectively delegate and manage projects to produce quality, on-time products utilizing scope definition, plans, and schedules following the departmental priorities.

3. Accurately interpret and implement Federal, State and departmental policies consistent with the Department's mission and organizational objectives utilizing available resources.

4. Provide advice to management concerning policy issues and program recommendations using available legal, fiscal, program and administrative information as needed and/or upon request.

5. Keep management apprised of work status and issues in a timely manner and develop strategies to mitigate risks and problems.

6. Provide technical assistance to other managers, employees, control agencies, counties and others on varied matters to resolve issues, provide information, options, and/or recommendations, using various references/policies.

7. Direct the development of programmatic and/or operational policies and procedures utilizing appropriate resources, as needed and/or requested by management.

8. Assess an organization's current and ongoing needs and programs considering budget and resource limitations and take/recommend action as appropriate.

9. Participates in the management of the division's budget by monitoring salary savings plan and tracking and prioritizing expenditures to ensure fiscal responsibility in accordance with division policy.

10. Authorize approval for expenditures in accordance with departmental policy.

11. Supervise the preparation/administration of assigned contracts and/or grants required for maintaining the operations of the program using various

resources (i.e., laws, rules, regulations, etc.).

12. Conduct effective meetings with various entities utilizing various tools (i.e., computer/laptop, projector, handouts, etc.) as appropriate.

Interpersonal/Communication

13. Communicate in a well-organized, accurate, clear, and concise manner that is appropriate for the audience the programmatic and technical aspects of various programs to employees, the public, other agencies and interested parties to establish and maintain effective working relationships in all situations and promote the exchange of ideas.

14. Direct the development of effective written products (i.e., procedures, regulations, technical documents, memos and formal letters) for the Department utilizing various resources, tools, etc. as needed and/or upon request.

15. Represent the Department in communications with control agencies, the legislature, the public and/or other entities to obtain or provide information utilizing interpersonal skills, professionalism, knowledge, personal expertise, etc., as needed and/or upon request by management.

16. Develop rapport and foster cooperation and communication with staff.

17. Work collaboratively and cooperatively with other units, departments, counties, the federal government and other agencies in a professional and effective manner utilizing tact to achieve the Department's objectives.

18. Assess goals/mission and objectives to ensure client/customer services are met.

Analytical/Problem Solving

19. Direct the study of various program areas to identify issues and problems requiring modification, streamline processes, incorporate changes, etc., by using various resources (i.e., administrative data, operating procedures, program policy) as needed and/or upon request.

20. Direct the development of processes to measure the effectiveness, accountability and quality of the program and/or organization by using various resources (i.e., program performance information, outcome data, etc.) for the purpose of program improvement.

21. Guide the development of department policy positions on high level issues (i.e., GOARs, SARs, BCPs, legislative proposals, bill analysis, local assistance premise, etc.).

22. Identify and confront issues and take decisive action, even when consensus cannot be reached.

23. Seek and utilize the opinions and ideas of staff and customers in decision making planning and problem-solving.

Supervisory/Leadership

24. Ensure staff has a clear understanding of job expectations through written materials and verbal instructions.

25. Evaluate employees' performance through continuous feedback and through the use of the Departmental Performance Evaluation process.

26. Ensure subordinate managers evaluate and monitor employees' performance through continuous feedback and through the use of the departmental employees Performance Evaluation Process.

27. Ensure SPB, DPA and departmental rules and regulations are adhered to when recruiting, conducting interviews, evaluating and selecting employees to fill vacancies.

28. Initiates and participates in the Progressive Disciplinary process to improve employee performance or address issues of substandard performance in accordance with SPB/DPA rules and regulations and departmental policy.

29. Ensure continuous planning for the future is met by establishing annual goals and objectives consistent with organization's mission, vision and values.

30. Delegate and monitor work assignments with appropriate guidance, direction, and instruction to meet organization's goals.

31. Ensure retention strategies such as promoting meaningful work, effectively communicating job satisfaction, providing rewards and recognition, training, etc. are adopted and practiced in the organization.

32. Ensure staff are properly trained to perform their jobs and to improve their skills and knowledge utilizing various methods, (i.e., classroom, on-the-job training, mentoring, etc.) as required for the performance of their job and future career advancement.

33. Ensure employee safety by adhering to state requirements for a safe work.

34. Develop strategies for continuous improvement considering authorized budgetary levels.

35. Establish a positive and participative work environment demonstrating commitment, cooperation and collaboration within the work unit and with customers.

36. Promote and support staff in taking responsible risks and developing improved or innovative solutions.

37. Influence and plan for the impact of internal and external politics on the organization.

Equal Employment Opportunity

38. Ensure the work environment is free of discrimination and harassment in accordance with the State's and departmental policies and guidelines.

39. Carry out managerial responsibilities in the work place with regard to department-wide mandates concerning EEO, ADA, and other personnel practices as defined by regulatory agencies and established guidelines/policies.

40. Ensure EEO issues or other conflicts are addressed in accordance with regulations, policies and procedures at the appropriate level and ensure the work place is free of retaliation.

Staff Services Manager III
Knowledge of:

K1 Principles, practices and trends of public and business administration, including budgets, personnel, management analysis, planning, program evaluation or related areas.

K2 Principles and practices of recruitment and selection of staff, employee supervision, development, training, disciplinary process and the Department's Employee Assistance Program to be able to manage an organization of professional and technical staff.

K3 Program management to be able to effectively run an organization on a day-to-day basis and plan for the future (vision/mission).

K4 Legislative process in order to determine the impact to the Department (i.e., bill analysis, legislative proposal, legislative reports, budget process).

K5 Purpose, mission, and goals of the Department and how the organization contributes to and supports the Department's goals.

K6 Governmental functions and organization at the federal, State and local level to maintain and foster good working relationships.

K7 Management's responsibilities in implementing and maintaining EEO, ADA, and other personnel mandates and requirements.

K8 Technical material essential to manage the work of subordinates and represent the organization.

K9 Team-building principles and techniques to contribute to and promote a positive, cooperative, professional work environment for staff.

K10 Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work group so that a positive, cooperative, and professional work environment results.

Staff Services Manager III
Skills to:

S1 Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems.

S2 Develop and evaluate alternatives in order to recommend the most effective course of action.

S3 Analyze data and present ideas and information effectively.

S4 Consult with and advise management or other interested parties on a wide variety of subject matter areas.

S5 Review and edit written documents and reports for accurate and effective communication as appropriate for the intended audience.

S6 Utilize interdisciplinary teams effectively in program development, administration, and improvement.

S7 Manage a complex staff services organization.

S8 Establish and achieve project and program priorities.

S9 Effectively utilize resources to achieve program objectives.

S10 Effectively contribute to EEO, ADA, and other personnel mandates to create and maintain a fair, equitable, and diverse work environment.

S11 Involve staff to plan work activities, resources and timetables to solve problems, meet deadlines, and accomplish goals.

S12 Ensure that processes and systems are in place to track and evaluate work and ensure quality results.

S13 Provide direction for adjustments and improvements to achieve desired results.

S14 Effectively delegate work and responsibility to maximize the organization's and the individual's effectiveness.

S15 Keep management apprised of work status and issues in a timely manner.

S16 Identify potential risks/problems and develop strategies to mitigate them.

S17 Promote and support staff in taking responsible risks and developing improved or innovative solutions.

S18 Interact regularly with staff individually and in groups.

S19 Facilitate the exchange of ideas between individuals and groups.

S20 Objectively explain reasons for decisions, policies, and practices.

S21 Accurately convey own and others' perspectives considering both to promote agreements.

S22 Identify and eliminate barriers to communication.

S23 Ensure staff has a clear understanding of job expectations.

S24 Provide ongoing, constructive feedback about job performance.

S25 Evaluate staff against expectations and take action to correct performance.

S26 Work with staff to plan their development, including promotional readiness, through a variety of learning and development opportunities.

S27 Reinforce and reward positive performance by recognizing staff contributions and accomplishments.

S28 Manage conflict in a way that respects the dignity of all those involved.

S29 Establish policies consistent with organizational goals.

S30 Actively advocate for and promote the departmental goals and programs with all stakeholders.

S31 Prepare and give effective legislative testimony.

S32 Plan for, incorporate, and support change (technological, programmatic, and organizational).

S33 Identify and utilize technical (data specialists, computing expertise, etc.) resources in a timely manner.

S34 Follow through on commitments.

S35 Actively contribute to the development of the organization's goals, consistent with those of the Department and Administration anticipating future needs, trends, and changes.

S36 Incorporate Department and Administration goals into business and strategic planning.

S37 Effectively manage resources (budget, staff, equipment, policies, etc.).

S38 Identify and work to remove barriers to ensure achievement of goals.

S39 Ensure that processes, plans, and objectives are consistent with, and support the achievement of, the organization's goals.

S40 Influence and plan for the impact of internal and external politics on the organization.

S41 Seek mutually-acceptable solutions when considering the impact of decisions on potentially affected customers.

S42 Use reliable data to address issues and make timely decisions.

S43 Take action that is consistent with available facts, constraints, and probable consequences.

Staff Services Manager III
Ability to:

A1 Display leadership, make decisions, be creative, take initiative, and be flexible.

A2 Delegate and direct staff effectively.

A3 Demonstrate sound judgment and good work ethics.

A4 Contribute to the Department's EEO objectives to create and maintain a fair and equitable work environment.

A5 Communicate in writing in a well-organized, accurate, clear, and concise manner that is appropriate for the audience.

A6 Communicate orally in a well-organized, accurate, clear, and concise manner that is appropriate for the audience.

A7 Listen openly to others.

A8 Share knowledge and information timely, accurately, and clearly.

A9 Establish a positive and participative work environment demonstrating commitment, cooperation, and collaboration within the work unit and with customers.

A10 Build and maintain alliances (peers, customers, advocates, etc.) to achieve

organizational goals.

A11 Model high standards of honesty, integrity, trust, openness, and respect for individuals in the conduct of all business.

A12 Be approachable, open, and responsive to others.
A13 Demonstrate belief in your own abilities and ideas.

A14 Recognize your own strengths and weaknesses and seek opportunities for development.

A15 Recognize and value the individual differences of staff.

A16 Demonstrate and promote individual accountability.

A17 Subordinate your personal agendas to the business needs of the organization.

A18 Demonstrate initiative.

A19 Establish priorities and make sound, ethical decisions.

A20 Identify and confront issues and take decisive action, even when consensus cannot be reached.

A21 Utilize the opinions and ideas of staff and customers in decision making, planning, and problem-solving.

Supervising Special Investigator I/II

Task Statements

1. Review and evaluates reports.

2. Manage staff that is frequently off-site.

3. Work with the cooperation of Federal, State, and local law enforcement agencies.

4. Direct investigations through the development of approved uniform investigative procedures complying with CDSS policy and all laws and regulations protecting policy and individual rights.

5. Organize staff assignments in the unit for maximum effectiveness.

6. Train Investigators in the investigation of suspected violations of provisions of laws, rules, or regulations.

7. Assist in planning and directing a major investigation.

8. Apprise the status of investigations and unit performance in meeting objectives in support of CDSS goals and policies.

9. Assist staff with developing steps of investigations.

10. Plan unit objectives to meet the goals of the Division, the Department, and the State of California.

11. Act in a lead capacity in the absence of his/her supervisor.

12. Evaluate the performance of staff members.

13. Provide technical assistance to staff to ensure timely and effective resolution of investigations and regularly update technical skills.

14. Recommend and work collaboratively to update policy and develop resources.

15. Make recommendations to the staff appointments, disciplinary actions, and promotions.

16. Assist staff with interviewing licensees, witnesses, victims, clients, suspects, etc. as needed and required by the investigations Branch.

Supervising Special Investigator I/II Knowledge of:	
K1	Manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment.
K2	Investigation techniques and procedures, and directing others in the performance of investigatory work.
K3	Rules of evidence and court procedure.
K4	Laws of arrest, search and seizure, service of legal process, and the legal rights of citizens.
K5	Principles of identification, preservation, and presentation of evidence.
K6	The laws and regulations pertaining to community care facilities (Health and Safety Code, California Code of Regulations, Welfare and institutions Code, Business and Professions Code, Government Code and the California Penal Code.
K7	Principles and techniques of personnel management and supervision and supervising a staff of investigators.
K8	Sources of information used in locating persons.
K9	Interpreting and applying specific cases the provisions of the laws, rules, or regulations enforced or administered.
K10	Duties of Federal, State, and local law enforcement agencies.

Supervising Special Investigator I/II Knowledge of:	
A1	Communicate effectively.
A2	Analyze situations accurately.
A3	Think and act quickly in emergencies, and identify and take corrective administrative action on specific problems.
A4	Direct others in the performance of investigatory work.
A5	Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
A6	Supervise a staff of investigators.
A7	Interpret and apply to specific cases the provisions of the laws, rules, or regulations enforced or administered.

A8	Gather, analyze and prepare effective evidence.
A9	Establish and maintain cooperative relations with Federal, State and local law enforcement agencies.