

**DUTY STATEMENT**

GS 907T (REV. 04/02)

**SHADED AREA FOR HUMAN RESOURCES ONLY****INSTRUCTIONS:** Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA-

**007**

EFFECTIVE DATE:

1. <b>DGS OFFICE OR CLIENT AGENCY</b> EMS Authority	POSITION NUMBER (Agency - Unit - Class - Serial)
2. <b>UNIT NAME AND CITY LOCATED</b> Plans and Training Unit	3. <b>CLASS TITLE</b> Staff Services Manager I
4. <b>WORKING HOURS/SCHEDULE TO BE WORKED</b> 8:00 a.m. to 5:00 p.m. -- Flexible	5. <b>SPECIFIC LOCATION ASSIGNED TO</b> Rancho Cordova
6. <b>PROPOSED INCUMBENT (If known)</b>	7. <b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 312-700-4800-xxx

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

**8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under the general direction of the Health Program Manager II, the Staff Services Manager I is a member of the Disaster Medical Services Division, Plans and Training Unit and is responsible for performing the following duties:

9. Percentage of time performing duties	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
30%	<p><b>ESSENTIAL FUNCTIONS</b></p> <p>In order to achieve operational efficiency, and utilizing effective management skills/tools (e.g. communication, project management, workload tracking/monitoring, staff development, etc.) on a daily basis, the Disaster Medical Services (DMS), Plans and Training Unit Manager, plans, organizes and directs the work activities of staff and is responsible for the completion and timely submittal of all program reports (using appropriate software and programs) in accordance with S.A.M. requirements and departmental policies, procedures, guidelines, and State Rules and Regulations.</p> <p>In order to provide leadership and supervision to the DMS Plans and Training Unit and ensure that the program operates effectively and to fulfill its mission as directed by the Deputy Chief, the SSM I:</p> <ul style="list-style-type: none"> <li>Develops goals and objectives for the unit by assessing, anticipating and identifying the needs of DMS Division and unit's role in meeting those needs using various resources such as the strategic plan, customer surveys, and management requests and feedback.</li> </ul>

**11. SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

SUPERVISOR'S NAME (Print) William Hartley	SUPERVISOR'S SIGNATURE	DATE
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**12. EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT**

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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**Essential Functions (cont.)**

- Participates with the management team to develop the strategic plan goals by evaluating and identifying needs and developing goals and objectives to meet those needs.
- Directs staff in the development of state and local programs, writing requests for proposals (RFPs), reviewing proposals, monitoring projects, providing technical assistance, research, collecting data studies and surveys, compiling needs assessment data, administering funding to local agencies, and development of quality indicators for allocation review and project reports.
- Ensures the coordination of the work products of program consultants in the performance of the needs assessment and implementation portions of the program.

30%

In order to provide coordination and leadership for the planning, development, and implementation of the operations in the DMS Plans and Training Unit, the SSM I:

- Supervises the development of all regulations, standards, and guidelines as directed by the DMS Deputy Chief by using knowledge of the DMS Plans and Training Unit and the regulatory process, and communicating this knowledge to Program staff.
- Performs the more difficult technical work required by projects. This may include developing disaster medical response plans, policies, procedures, and protocols for acquiring, mobilizing, and allocating medical response resources in the event of a disaster; developing and implementing the medical disaster response function within government emergency operations centers; determining information needs and developing methods for collecting, analyzing, summarizing and presenting technical data to federal, State, and local government partners; developing training and exercise programs according to federal grant requirements; writing issue papers and correspondence.
- Provides leadership of the program by facilitating meetings, providing consultation and technical assistance, management, and sharing expertise with program staff and advisory groups.
- Provides technical assistance and consultation to a variety of local, state, and federal government officials, and other interested parties regarding the Program by using knowledge of the program and communication skills.
- Serves as a liaison and representative to state and federal response agencies by using program knowledge.
- Performs administrative work necessary to develop and manage the program by reviewing and completing necessary documents and being in communication with staff and program customers.
- Reviews grant allocations and interagency agreements to local agencies and state agencies to ensure contract compliance and provide program review and evaluation.
- Recommends, formulates, and implements policy relative to the State's role in disaster medical response planning and preparedness by reviewing current program policies and using program knowledge.
- Negotiates interdepartmental memorandums of understanding and other policy agreements by researching the issues, getting input from the collaborating parties, and writing the agreements.

20%

In order to provide leadership and program oversight to the Regional Disaster Medical and Health Program and the state medical and mutual aid system, the SSM I:

- Attends meetings and conferences relating to chemical, biological, radiological, nuclear, and explosive threats at the local, state and national level.
- Coordinates and collaborates with State emergency response partners regarding policy and procedure development.

15%

- Serves as a link between the Program and Plans and Training Unit and local and regional disaster medical, health, and mutual aid groups by answering technical questions and sharing information.

In order to supervise staff in accordance with DPA and SPB laws and rules, Bargaining Unit Agreements guidelines, EMS Authority policies, procedures and guidelines, and Worker's Compensation and Cal OSHA guidelines, the SSM I:

- Tracks, reviews and evaluates performance using completed employee assignments and discussions with employees; provides on-the-job training to employees using either a one-on-one approach or in group settings
- Prepares written performance evaluations using probationary reports and Individual Development Plans under established timelines.
- Provides injured employee(s) with the Employee's Claim For Worker's Compensation Benefits (SCIF 3301) and completes the SCIF Occupational Injury Report (SCIF 3067).
- Follows departmental Return to Work and Bargaining Unit Agreement guidelines for the purpose of returning employees to full duty.
- Encourages staff participation in departmental training for upward mobility purposes.
- Takes corrective action to improve performance following the Department's Constructive Intervention process.
- Grants or denies employee requests for time off or requests to work overtime by evaluating staffing levels and workload needs.
- Verifies employees have sufficient leave credits available for the request for time off by reviewing balances and manually tracking as needed.
- Plans day-to-day operations to institute and maintain a fair distribution of workload by utilizing effective management skills/tools in organizing, training staff, taking corrective action and directing the work activities of staff,

5%

#### **Marginal Functions**

Develops and writes correspondence on departmental policies and procedures relative to issues concerning the DMS Plans and Training Unit. Researches and makes recommendations as requested by management on issues or policies affecting the Disaster Medical Services Division. Serves on committees as the EMS Authority's Plans and Training Unit representative. Researches and makes recommendations to management on issues or policies affecting the Plans and Training Unit.

#### **Knowledge and Abilities**

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Equal Employment Opportunity objectives; and a manager's role in the Affirmative Action Program and the processes available to meet Equal Employment Opportunity objectives.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's equal opportunity objectives.

### **SPECIAL PERSONAL REQUIREMENTS**

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

### **SPECIAL REQUIREMENTS**

During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers or in EMSA's field Mission Support Team to provide assistance in emergency response and recovery activities. Staff is required to complete emergency management and Incident Command System (ICS) training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises.

Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

**Travel within and outside the State of California is required for this position. Anticipate approximately 15% travel.**

### **Desirable Qualifications**

- Knowledge of and/or experience in disaster planning and response, emergency medical services, public health administration and/or or a health/ medical background.
- Strong written, analytical, interpersonal and oral communications skills,
- Excellent leadership and problem solving skills,
- Demonstrated ability to act independently, open-mindedness, flexibility and tact,
- Analyze situations accurately, make recommendations, and take effective action.
- Demonstrated ability to act independently, open-mindedness, and flexibility.

### **Interpersonal Skills**

- Work well as part of a team and independently as necessary
- Build good working relationships with constituents, colleagues, and consultants.

### **Work Environment, Mental and Physical Abilities**

- Office environment, business dress for a professional office
- Ability to effectively handle stress, multiple tasks and tight deadlines calmly and efficiently
- Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types; with the general public, private sector professionals and people of various level of responsibility within state, local and the federal government
- Ability to consistently exercise good judgment and effective communication skills
- Ability to travel once or twice per month and work overtime as needed.