

# DUTY STATEMENT

Classification: Staff Services Manager III

Job Title: Specialized Programs and Services Branch Chief

Job Code: JC-482147

Pay Range: $9,293.00 - $10,550.00

Location: DOR Central Office, Sacramento

Final Filing Date: 7/10/2025

**Link to job posting on CalCareers**

https://calcareers.ca.gov/CalHrPublic/Jobs/JobPosting.aspx?JobControlId=482147

# JOB OBJECTIVES:

Under the general direction of the Specialized Services Division (SSD) Deputy Director, the SSD Staff Services Manager (SSM) III has full management and supervisory responsibility for a breadth of highly complex, multidisciplinary, and diverse programs that support the provision of vocational rehabilitation services to individuals with disabilities in California. The SSM III will utilize their advanced supervisory experience and vocational rehabilitation expertise to promote innovative ideas, serve as a communication liaison with all levels of DOR staff, and will actively represent DOR by serving on advisory boards, committees, and councils.

## Essential Job Functions:

30% Provide day-to-day leadership, supervision and guidance to the SSD Section Chiefs. Participate in executive level discussions and then effectively articulate the Department’s mission, vision, and current strategies to staff to provide context for assignments and decision making. Communicate and direct the implementation of the SSD Deputy Director’s policy, programmatic and administrative priorities. Proactively update and report back to the SSD Deputy Director on progress and critical issues.

30% Meet regularly with subordinate managers to communicate expectations, set goals and timelines, and identify deliverables. Ensure that all subordinate managers and staff utilize completed staff work competencies and that submitted work is accurate and high-quality. Model the way and establish a culture of continuous improvement, initiative, self-reflection, innovation, and growth. Throughout the course of work, guide subordinate managers to identify issues and different perspectives, determine the best course of action, and consider all impacts and ramifications. Ensure that vocational rehabilitation rules, regulations, policies, and procedures are accurately interpreted and implemented. Effectively and positively manage change, ensuring that subordinate managers and staff have a full understanding and adopt new strategies.

15% Maintain positive and cooperative working relationships with internal and external peers and colleagues and leverage these relationships to strengthen work products. Through subordinate managers and collaboration with internal and external partners, prepare high-quality materials for the DOR Executive Leadership Team and control agencies. Lead, attend, and participate in internal and external meetings, trainings, forums, workshops, presentations, and conferences.

10% Advise subordinate managers on the hiring of new staff and performance management of existing staff. Support the professional and leadership growth of subordinate managers and staff by identifying development opportunities, providing informal and formal feedback, training, mentoring and consultation.

10% Establish and build relationships with the DOR stakeholder community. Serve as a DOR representative on advisory boards, commissions, and councils. At all times, professionally represent DOR in front of any audience in a way that reflects DOR’s core values and communicates DOR’s vision that individuals with disabilities can perform meaningful work at competitive wages in integrated settings.

## Marginal Job Functions:

5% Performs other assigned duties, including serving as the designated representative in the absence of SSD Deputy Director.

## Consequence of Error:

This position has responsibility to help ensure that the principles and practices of the Division are carried out and implemented in accordance with the Department’s mission, policies, and procedures, as well as federal, state, and local laws. Lack of knowledge, inaccurate work, misunderstanding, poor judgement, or inadequate analyses could result in misleading information being provided to the Department, state and local agencies or create misleading perceptions.

**Note:** It is the policy of the Department of Rehabilitation to provide equal employment opportunities to qualified individuals with disabilities through compliance with FEHA and ADA (where it would result in broader protection of the civil rights of an applicant or employee with a disability).

# WORKING CONDITIONS

***Telework:*** Under Government Code 14200, this position is a hybrid, in-office/telework position, and may be subject to change. Incumbent must live and work in California. Incumbent can be required to report to the office, or any designated location at any time. Telework agreements can be modified and/or cancelled at any time.

# DEPARTMENT INFORMATION

If you are interested in becoming a part of a diverse and inclusive workforce where talent, experience, and expertise are valued, the Department of Rehabilitation (DOR) invites you to apply for this employment opportunity.

DOR administers the largest vocational rehabilitation program in the country. We have a three-pronged mission to provide services and advocacy that assist people with disabilities to live independently, become employed and have equality in the communities in which they live and work. DOR provides consultation, counseling, and vocational rehabilitation, and works with community partners to assist the consumers we serve.

# VISION STATEMENT:

Employment, independence, and equality for all Californians with disabilities.

# MISSION STATEMENT:

DOR works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living, and equality for individuals with disabilities.

# Application Instructions

Completed applications and all required documents must be received or postmarked by the Final Filing Date in order to be considered. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application.

## Who May Apply

Individuals who are currently in the classification, eligible for lateral transfer, eligible for reinstatement, have list or LEAP eligibility, are in the process of obtaining list eligibility, or have SROA and/or Surplus eligibility (please attach your letter, if available). SROA and Surplus candidates are given priority; therefore, individuals with other eligibility may be considered in the event no SROA or Surplus candidates apply.  
  
Applications will be screened and only the most qualified applicants will be selected to move forward in the selection process. Applicants must meet the Minimum Qualifications stated in the Classification Specification(s).

## How To Apply

Complete Application Packages (including your Examination/Employment Application (STD 678) and applicable or required documents) must be submitted to apply for this Job Posting. Application Packages may be submitted electronically through your CalCareer Account at www.CalCareers.ca.gov. When submitting your application in hard copy, a completed copy of the Application Package listing must be included. If you choose to not apply electronically, a hard copy application package may be submitted through an alternative method listed below:

## Address for Mailing Application Packages

You may submit your application and any applicable or required documents to:

Department of Rehabilitation

Attn: Personnel

721 Capitol Mall

Sacramento, CA 95814

## Contact Information

The Hiring Unit Contact is available to answer questions regarding the position or application process.

**Department Website:** http://www.dor.ca.gov  
Gurmeena Rai  
(916) 558-5800  
Gurmeena.Rai@dor.ca.gov

## Employment Application (STD.678):

It is a requirement to submit work experience, dates, and hours worked, contact names and phone numbers of supervisors on the state application in order of current and old work experience. Resumes or other documents cannot substitute a state application. Applicants who fail to submit a completed STD.678 may not be considered.

# STATEMENT OF QUALIFICATIONS INSTRUCTIONS:

In addition to a correctly completed and submitted State Application (STD 678) and a resume, a Statement of Qualifications (SOQ) is required in order to be considered for an interview. The SOQ should address how the candidate’s experience meets each of the following desirable qualifications. Each response must be numbered and should provide examples of how the candidate meets the qualification. The SOQ must be no more than three (3) pages typed in Arial 14-point font, with 1-inch margins. Successful candidates will incorporate and demonstrate a commitment to the mission of the Department of Rehabilitation in their Statement of Qualifications.

1. Please describe your experience in programs or activities that demonstrate a commitment to equality for individuals with disabilities including the right to employment and independence, including but not limited to vocational rehabilitation.

2. Please describe an innovative project you initiated and saw through to completion that involved multiple partners and required multiple levels of approval. Describe how you were able to effectively bring together diverse stakeholders to maintain momentum and ensure the project’s success.

3. Please describe your experience navigating complex policies and regulations to substantively increase resources, compliance, or capacity for your organization.

4. Please describe your experience in building and maintaining effective relationships with diverse stakeholders, including government agencies, employers, community organizations, and advocacy groups, and how these relationships have resulted in improved outcomes for individuals with disabilities.

# DESIRABLE QUALIFICATIONS

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

1. Experience in programs or activities that demonstrate the applicant’s commitment to equality, including the right to employment and independence for individuals with disabilities.

2. Knowledge of the barriers that individuals with disabilities encounter in becoming and staying independent.

3. Knowledge of the purpose of the Americans with Disabilities Act and the Rehabilitation Act of 1973 as amended by the Workforce Innovation and Opportunity Act of 2014.

4. Knowledge of and experience with non-profit, private, and public business practices in recruiting personnel.

5. Experience in identifying or inspiring innovative approaches to improvements or to budgetary constraints.

6. Experience collaborating effectively with other professionals across non-profit and public systems towards a shared goal.

7. Experience managing a budget.

8. Demonstrated ability to lead, manage, and direct subordinate managers in the overall operations of the division.

# KNOWLEDGE AND ABILITIES:

Applicants must demonstrate the ability to perform high level and policy-influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities.

1. Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, including the budget process, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; and principles and practices of policy formulation and development.

2. Ability to plan, organize, and direct the work of multi-disciplinary professionals and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; and develop cooperative working relationships with representatives of all levels of government, the Legislature, and the Executive Branch.