

Per California Code of Regulations, title 2, section 548.5, the following information will be posted to CalHR's Career Executive Assignment Action Proposals website for 30 calendar days when departments propose new CEA concepts or major revisions to existing CEA concepts. Presence of the department-submitted CEA Action Proposal information on CalHR's website does not indicate CalHR support for the proposal.

A. GENERAL INFORMATION

1. Date

5/13/2025

2. Department

Governor's Office of Service and Community Engagement

3. Organizational Placement (Division/Branch/Office Name)

California Volunteers

4. CEA Position Title

Director of Programs

5. Summary of proposed position description and how it relates to the program's mission or purpose.
(2-3 sentences)

The Director of Programs is responsible for directing the planning, administration, and management of the Programs Department. The CEA oversees climate action, partnership development, and disaster services, in addition to supporting the continuous improvement and innovation of the CA Service Corps and other CV programs. The CEA acts on behalf of the Executive Director in their absence as required by attending meetings, speaking engagements, representing the office, making decisions, and signing documents to maintain business functionality and to ensure operations continue. The CEA provides strategic advice and guidance to the Executive Director. The CEA analyzes changing landscape of community needs, and emerging research and best practices for volunteerism. The CEA assists in coordination of work to ensure integration and collaboration for a one CV approach. The CEA contributes to building a positive work environment through staff communication opportunities and fostering a team approach across all California Volunteers' programs.

6. Reports to: (Class Title/Level)

Executive Director/Exempt

7. Relationship with Department Director (*Select one*)

- ☐ Member of department's Executive Management Team, and has frequent contact with director on a wide range of department-wide issues.
- ☒ Not a member of department's Executive Management Team but has frequent contact with the Executive Management Team on policy issues.

(*Explain*): The CEA collaborates with executive management and directors frequently to develop programmatic strategies and policies that impact the agency, and ensures final policy decisions are implemented and followed across California Volunteers and GO-Serve.

8. Organizational Level (*Select one*)

☐ 1st ☒ 2nd ☐ 3rd ☐ 4th ☐ 5th (mega departments only - 17,001+ allocated positions)

B. SUMMARY OF REQUEST

9. What are the duties and responsibilities of the CEA position? Be specific and provide examples.

Under the general direction of the CV Executive Director, the Director of Programs is responsible for directing the planning, administration, and management of the Programs Department. The CEA oversees climate action, partnership development, and disaster services, in addition to supporting the continuous improvement and innovation of the CA Service Corps and other CV programs. The CEA acts on behalf of the Executive Director in their absence as required by attending meetings, speaking engagements, representing the office, making decisions, and signing documents to maintain business functionality and to ensure operations continue. The CEA provides strategic advice and guidance to the Executive Director. The CEA analyzes changing landscape of community needs, and emerging research and best practices for volunteerism. The CEA assists in coordination of work to ensure integration and collaboration for a one CV approach. The CEA contributes to building a positive work environment through staff communication opportunities and fostering a team approach across all California Volunteers' programs.

Strategy Development

Directs the planning, administration, and management of the Programs Department, which includes climate action, partnership development, and disaster services. Oversee priority projects and initiatives across the department. Directs program strategy to ensure strategic goals are being met. Oversees disaster services strategy to ensure readiness and alignment with other CV programs. Develop policies and guidance documents as they relate to program strategies. Identifies policy changes or additions for program effectiveness. Provides expert advice and guidance by making recommendations to ensure CV programs are aligned with policy.

Implementation Support

Communicate with department managers to provide assistance with project management, implementation planning, and evaluation support. Ensures department is aligned for effective program delivery and operations. Oversee the development of new initiatives and integration with existing program portfolio. Advise the CV Executive Director on opportunities to maximize operational efficiency in its daily operations. Drives organizational change management by fostering a culture of innovation, accountability, and collaboration.

Team Management

Provides oversight, direction and support to staff acting as statewide experts regarding programmatic duties. Develops and mentors' staff, builds team culture, and manages day-to-day functioning. Ensures quality work products and effective coordination with each CV program. Leads the program team activities through weekly staff meetings, one-on-one meetings and status updates.

Internal Coordination

Coordinates with other GO-Serve departments which include Partnerships, Human Resources, Marketing, Communications, and External Affairs. Participates in staff meetings, work events, attends trainings, provides work status reports, handles special projects, serves on inter-agency working groups, and performs other duties as assigned in order to fulfill the mission, goals, and objectives of California Volunteers. Acts on behalf of the CV Executive Director in their absence as required by attending meetings, speaking engagements, representing the office, making decisions, and signing documents to maintain business functionality and to ensure operations continue.

B. SUMMARY OF REQUEST (continued)

10. How critical is the program's mission or purpose to the department's mission as a whole? Include a description of the degree to which the program is critical to the department's mission.

- ☒ Program is directly related to department's primary mission and is critical to achieving the department's goals.
- ☐ Program is indirectly related to department's primary mission.
- ☐ Program plays a supporting role in achieving department's mission (i.e., budget, personnel, other admin functions).

Description: The Governor's Office of Service and Community Engagement (GO-Serve) elevates paid service and volunteerism in the state, promotes more youth and community engagement, and advances public awareness and outreach campaigns to tackle the state's most pressing challenges. GO-Serve consists of the Office of Community Partnerships and Strategic Communications (OCPSC), California Volunteers (CV), and the Youth Empowerment Commission (YEC).

The mission of California Volunteers is "to cultivate the opportunities, infrastructure, and culture necessary to empower every Californian to positively impact our greatest challenges." In support of California Volunteers' mission, CV has created the California Service Corps, which is the largest service force in the nation, consisting of #CaliforniansForAll College Corps, California Climate Action Corps, #CaliforniansForAll Youth Jobs Corps, and AmeriCorps California. The CEA is mission critical for California Volunteers and the CEA provides oversight of CV departments to ensure effective functioning and meeting program goals. Additionally, the CEA analyzes current funding and budget trends, changing landscape of community needs, and emerging research and best practices.

B. SUMMARY OF REQUEST (continued)

11. Describe what has changed that makes this request necessary. Explain how the change justifies the current request. Be specific and provide examples.

Effective July 1, 2024, enacted by the State Legislature, Senate Bill 164 (Chapter 41, Statutes of 2024) Section (7) established Governor's Office of Service and Community Engagement (GO-Serve) as a new government agency, which includes California Volunteers, Youth Empowerment Commission, and Office of Community Partnership and Strategic Communications.

The CEA is currently an exempt appointed position and GO-Serve proposes to transition this position from an exempt classification to CEA, which is consistent and in accordance with GO-Serve transitioning the majority of staff from exempt to civil service.

C. ROLE IN POLICY INFLUENCE

12. Provide 3-5 specific examples of policy areas over which the CEA position will be the principle policy maker. Each example should cite a policy that would have an identifiable impact. Include a description of the statewide impact of the assigned program.

The CEA will have the principle policy oversight for the following:

Directs the planning, administration, and management of the Programs Department, which includes climate action, partnership development, and disaster services. Develops policies and guidance documents as they relate to program strategies. Identifies policy changes or additions for program effectiveness. Provides expert advice and guidance by making recommendations to ensure CV programs are aligned with policy.

Leads communication with department managers and provides assistance with project management, implementation planning, and evaluation support. Ensuring that all implementation activities are in alignment with one another for effective program delivery and operations. This includes formulating and implementing policies, processes, and systems that align with the strategic goals of California Volunteers.

Drives organizational change management by fostering a culture of innovation, accountability, and collaboration. This includes developing and implementing policies that support program directors and department managers in the effective management of their staff. Ensuring alignment with the strategic goals of California Volunteers.

Coordinates with other GO-Serve departments which include Partnerships, Human Resources, Marketing, Communications, and External Affairs. This includes developing and disseminating critical policy and process improvements across the organization.

Oversees disaster services strategy to ensure readiness and alignment with other CV programs. This includes developing and implementing policies and procedures to support disaster readiness and response.

C. ROLE IN POLICY INFLUENCE (continued)

13. What is the CEA position's scope and nature of decision-making authority?

The CEA has the authority to negotiate, make decisions, and recommendations for the success of GO-Serve. The CEA oversees the implementation of new policies and new procedures and has authority over the strategic planning and implementation of new organizational changes to improve efficiencies and changes/updates to California Volunteers or GO-Serve mission critical initiatives accessed internally by state employees, the public, and other stakeholders. The CEA acts on behalf of the Executive Director of California Volunteers in their absence as required by attending meetings, speaking engagements, representing the office, making decisions, and signing documents to maintain business functionality and to ensure operations continue.

14. Will the CEA position be developing and implementing new policy, or interpreting and implementing existing policy? How?

This CEA position reviews existing departmental policies, processes, and systems to ensure alignment with California Volunteers strategic goals. Additionally, this CEA position analyzes current funding and budget trends, changing landscape and community needs, and emerging research and best practices for continuous improvement and may propose new policy for California Volunteers Commission Board approval as necessary to ensure operational efficiency and/or to meet GO-Serve funding priorities and objectives.