

DUTY STATEMENT

Employee Name:

Classification: Health Program Manager II	Position Number: 580-810-8428-909
Working Title: Section Chief	Work Location: 1615 Capitol Ave, Sacramento, CA 95814
Collective Bargaining Unit: S01	Tenure/Time Base: Permanent/Full-time
Center/Office/Division: Center for Health Care Quality/Public Policy & Prevention Division	Branch/Section/Unit: Standards Interpretation Branch/Provider Technical Assistance Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by planning, organizing, and directing the work of staff in the Provider Technical Assistance Section. The Health Program Manager II (HPM II) directs a multidisciplinary team that will confer with stakeholders upon request to provide technical assistance and guidance to improve quality of care and healthcare outcomes in facilities. Manages and responds to controlled correspondence related to long-term care facilities. Oversees the collection of data and research into industry best practices and drivers of quality care.

The incumbent works under the general direction of the Staff Services Manager III.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance

- Travel: 5 percent travel
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

40% Direct staff in the evaluation of facility proposed alternatives, compliance reviews and final determinations. Consult with internal subject matter experts, district office, and federal agency staff to assess alternative methods of compliance with licensing and certification requirements. Receive and coordinate inquires and ensure responses are accurate, consistent, and timely. Additionally, direct and guide staff members researching, developing, producing, and disseminating informational materials about CHCQ’s programs and industry best practices to be resources for long-term care providers. Manage and respond to controlled correspondence related to long-term care facilities. Oversee the collection of data and research into industry best practices and drivers of quality care to share results and identify opportunities to collaborate with internal and external partners and stakeholders to improve quality of care and healthcare outcomes in facilities.

Establish and maintain work priorities, including developing goals and objectives, and developing work plans. The incumbent is responsible for hiring, orienting, training, evaluating, counseling, and using the corrective action processes as appropriate. Monitors staff performance and prepares annual performance and probation reports as necessary. Reviews and approves timesheets and other personnel-related documents..

35% Engage various long-term care stakeholder groups and facilities, coordinate responses, and apprise interested parties with developments, information, and plans related to the functions and mandates of CHCQ relating to increasing consistency in the oversight of facilities to improve quality of care and healthcare outcomes. Plan and direct the activities of a team that will confer with stakeholders upon request to provide technical assistance and guidance to improve quality of care and healthcare outcomes in facilities.

20% Ensures responses to inquiries are accurate, consistent and timely. Directs the development of key talking points used for written and verbal communication. Works effectively with subject matter experts in the overseeing and development and dissemination of memoranda and policy analysis on licensure requirements to advise and make recommendations to program management and the administration. Ensures web content is up-to-date, accurate, and compliant with Public Health standards. Develop strategies to strengthen connections between CHCQ and Field Operations staff. Builds and maintains relationships between CHCQ staff and healthcare facilities.

Marginal Functions (including percentage of time)

5% Performs other work related duties as needed.

<p>I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and</p>	<p>I have read and understand the duties and requirements listed above, and am able to perform these duties with or without reasonable</p>
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have provided a copy of this duty statement to the employee named above.		accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)	
Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date
HRB Use Only: Approved By: S.Kandhro	Date 4/13/2021		