Department of Consumer Affairs
Position Duty Statement
HR-41 (new 7/2015)

Classification Title	**Board/Bureau/Division**
Investigator	Division of Investigation
Working Title	**Office/Unit/Section / Geographic Location**
Investigator	Health Quality Investigation Unit (HQIU) Tustin Field Office
Position Number	**Name and Effective Date**
612-325-8610-003	

General Statement: Under the direction of the Supervising Investigator I, the Health Quality Investigation Unit (HQIU), the Division of Investigation (DOI), the incumbent works at the training, entry, and journey level conducting complex administrative, criminal, and civil investigations of physician and surgeons and certain allied healthcare professionals. Examples of complex investigations include but are not limited to: criminal sexual exploitation of patients, cases involving drug violations, unlicensed practice of medicine, unlicensed corporate practice of medicine, insurance fraud, and allegations of practicing medicine while impaired (drug use, alcohol abuse, and mental disorders).

Pursuant to Government Code section 12529.6, because of the critical importance of the health and safety of California consumers regarding alleged misconduct by physicians and surgeons, the HQIU investigators work closely with the Health Quality Enforcement Section of the Office of the Attorney General under the "vertical enforcement model."
Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E)/Marginal (M) Functions]:

75% Investigations (*Driving, sitting, balance and carrying required*) (E)

- Locates and interviews victims, witnesses and suspected violators; analyzes and evaluates testimony. Consults with medical experts regarding complex issues involving the standard of medical care. Prepares written and recorded statements and evaluates their testimony for possible use in judicial proceedings. **(20%)**
- Examines a variety of complex medical treatment or other records to secure or verify information concerning suspected violations and violators. **(20%)**
- Consults with the Deputy Attorney General and/or local prosecutor in planning and coordinating investigations and preparing cases for court. Locates and serves subpoenas on witnesses and suspects. Prepares and serves subpoenas for a variety of medical records. Testifies in criminal court or administrative hearings, as necessary. **(20%)**
- Coordinates and assists in the preparation and service of search warrants, subpoenas, and other legal papers; conducts undercover and surveillance operations. Makes physical arrests of suspects and transports those in custody. Issues citations; seizes and logs evidence; cooperates with federal, state, and local law enforcement agencies on investigations. **(15%)**

20% Investigative Reports (*Sitting required*) (E)

- Prepares complex investigation reports for presentation to the Deputy Attorney General for administrative disciplinary action or to the local district attorney to file a criminal complaint. Assists prosecutors in preparing and presenting cases and testifies in court or administrative hearings.

5% Administrative and Training (*Driving, sitting, balance, coordination and carrying required*) (E)

- Performs internal administrative functions such as preparing and submitting attendance reports, investigation activity reports, mileage logs, training requests, and travel expense claims. Attends training classes and meetings regarding conducting investigations and maintains familiarity with current rules and regulations on investigations. Attends and participates in quarterly firearms qualifications, hands on arrest and control training, and other specialized law enforcement training.

B. Supervision Received

The incumbent works under the supervision of the Supervising Investigator I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has daily contact with a supervisor and other employees in the office; daily direct contact with DOI employees in the district offices and headquarters; and daily contact with licensees and general public as subjects, complainants or witnesses. The employee has occasional to frequent contact with other criminal justice agencies at the county, city, state and federal levels. The incumbent has direct contact with employees of the Attorney General's Office and the Department of Consumer Affairs.

F. Actions and Consequences

Failure to complete assigned casework in a timely manner, or inefficiency in conducting investigations, may result in failure to protect the healthcare consumer. Investigations not completed in a timely manner may allow the statute of limitations for the particular violation to lapse. Investigations not completed in a timely manner can delay case resolution. An inadequate investigation may result in allowing a violation of the law (criminal or administrative) to go undetected or unpunished. Many of the cases being investigated affect the health and safety of consumers.

Failure to make a lawful or justified arrest may expose the state to a lawsuit. The excessive or improper use of force in making an arrest may result in injury or death to an employee, suspect, or other person and may expose the state to a lawsuit.

G. Functional Requirements

The incumbent works 40 hours a week; up to 20 hours per week in an office setting, with artificial light and temperature control and approximately 20 hours a week in the field, which includes sitting/driving and walking. Daily access to and use of a computer and telephone is essential. Sitting and standing requirements in the office are consistent with office work.

Special physical characteristics

Include good health, emotional maturity and stability; sound physical condition; strength, endurance and agility necessary to cope with the demands of the job; normal hearing; normal vision or vision corrected to normal; weight proportional to age and height.

Peace Officer and POST Requirements

The Investigator is required to perform the full range of peace officer duties, including qualifying for, carrying and using a firearm. Pursuant to Government Code Section 1031 (f), an individual in this position must be found to be free from physical, emotional, or mental condition which might adversely affect the exercise of the powers of a peace officer.

An individual must satisfy all selection and training standards required by the California Commission on Peace Officer Standards and Training (POST) for peace officers. The incumbent will be required to satisfactorily complete or provide proof of successful completion of a basic investigative training course approved by POST prior to the completion of the probationary period. If the incumbent does not successfully complete the POST course during the probationary period, the incumbent will be rejected during the probationary period.

Physical Demands

An employee must be able to demonstrate his/her ability to perform various physical tasks. In an 8-hour work shift, an employee will routinely:

Stand/Walk/Run:	Occasionally
Sit:	Continuously
Drive:	Frequently
Bend/Stoop:	Occasionally
Squat/Crouch:	Occasionally
Crawl:	Occasionally
Climb:	Occasionally
Reach/Stretch:	Occasionally
Balance:	Continuously
Push/Pull:	Occasionally
Carry:	Continuously, up to 15 pounds as s/he is required to carry a semi-automatic pistol, extra ammunition, handcuffs, chemical agent, etc. The incumbent will wear body armor (approximately 8 pounds), when required. The incumbent will occasionally carry up to 80 pounds.
Lift:	Occasionally
Kneel:	Occasionally
Twist:	Occasionally
Foot Movement:	Occasionally, the incumbent will use repetitive foot movements when driving a vehicle.
Hand Manipulation:	The incumbent uses hands respectively for fine manipulating motor skills and firm grasping with all joints and digits for the following: writing or typing reports, maintenance of firearm proficiency, performance of physical arrests and in-service defensive tactics training.

Occasionally	=	1- 33% of workday
Frequently	=	34- 66% of workday
Continuously	=	67-100% of workday

Environmental Conditions

The employee is required to work both indoors and outdoors, depending on the situation he or she is involved in, at any given time. While indoors, the temperature and humidity is reasonably controlled, but while out of doors, the employee is exposed to climatic conditions. The employee is exposed to dust and fumes. The employee may occasionally be exposed to toxic materials or have contact with persons believed to have a contagious disease. There is a reasonable expectation of contact with blood-borne pathogens or bodily fluids, or other potentially infectious materials or chemicals. The employee is exposed to gunpowder and fumes during quarterly firearm/shotgun qualifications and periodic chemical agent training.

H. Other Information

The employee routinely works with sensitive and confidential issues and/or materials, which may include sexually explicit materials and graphic medical procedures such as autopsies. The employee is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive investigative matters at all times. This position requires working in and driving to various locations throughout the state and, on occasion, during odd or irregular hours. The employee is required to maintain regular and consistent attendance; report to work on time; work his/her full day and work under changing priorities and deadlines. In addition, the employee is required to dress and act professionally, work cooperatively with others and exhibit courteous behavior towards coworkers and the public. Knowledge and proficiency in the use of personal computers and standard office software is desired. A peace officer background check is required.

The investigator must perform the full range of peace officer duties and responsibilities in the accomplishment of their assignments. In addition, the investigator must qualify and carry a firearm, have a valid California Driver's License and a good driving record, and be able to operate a motor vehicle safely. The position requires substantial field work (majority of the time) and it is typically more efficient for the employee to travel directly from home to the field work location.

Title 11, section 703 (d) of the California Code of Regulations required criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program materials at all times.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

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Employee Signature Date

Investigator

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

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Supervisor Signature Date

Supervising Investigator I

Revision (10/04/16)