

DUTY STATEMENT

Employee Name:

Classification: Associate Health Program Adviser	Position Number: 580-530-8337-909
Working Title: Prenatal Screening Program Liaison	Work Location: 850 Marina Bay Pwky, Richmond, CA 94804
Collective Bargaining Unit: R01	Tenure/Time Base: Permanent/ Full-Time
Center/Office/Division: Center for Family Health/Genetic Disease Screening Program	Branch/Section/Unit: Program & Policy Branch/Prenatal Screening Section/Prenatal Logistics Unit

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 providing technical oversight, monitoring and evaluation of key laboratory activities for the Prenatal Screening (PNS) Program necessary to ensure the quality and timeliness of prenatal screening services for pregnant women in California. The incumbent will perform duties intended to carry out the mission of the Genetic Disease Screening Program (GDSP), which is to improve lives of California families affected by genetic disorders.

The incumbent works under the direction of the Health Program Manager I (HPM I) of the Prenatal Screening Logistics Unit. The Associate Health Program Adviser (AHPA) performs the more difficult and complex duties related to technical oversight, monitoring and evaluation of PNS Program activities. The AHPA will serve as a liaison with the state-contracted regional laboratories, GDSP Laboratory Services Branch, and PNS Program; provide review of daily reports, mailers, and user accounts in GDSP software applications; and other duties associated with systems that track and manage daily program operations. The AHPA is expected to participate in PNS program planning discussions and support new program development and system testing activities.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: 5% statewide travel for site-visits to NAPS labs; training outside Richmond campus
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 35% Act as the PNS Section liaison for all state-contracted Neonatal and Prenatal Screening (NAPS) regional contract laboratories. Provide oversight and monitor data entry of patient and provider information from the prenatal screening Test Request Forms by the NAPS laboratories to ensure uniformity, timeliness, accuracy, and completeness of information. Monitor and evaluate procedures for accessioning prenatal specimens and determining specimen adequacy at the five NAPS laboratories. Log and communicate deficiencies with the NAPS laboratory supervisors, including staff at the GDSP Laboratory Services Branch, staff at the PNS Case Coordination Centers (CCCs), and with other staff within the PNS Section. Work with NAPS laboratory staff to correct deficiencies. Maintain and update laboratory data entry manual.

Review daily, weekly, and monthly program operations reports for late or missed specimens and data entry accuracy. Communicate findings with designated staff, including NAPS laboratory supervisors to correct deficiencies. Work with NAPS laboratory staff to find solutions to repeated errors or deficiencies. Respond to questions from laboratory staff to resolve complex, unusual or new problems. Prepare communications for NAPS laboratory protocol breaches and work with labs to create/ implement corrective action plans. Review submitted Plans of Corrective Action (POC) received from NAPS supervisors and update HPMI of POC. Represent the PNS Section at regularly scheduled teleconference calls with the NAPS laboratories and update HPMI with lab activities.

Act as liaison between regional PNS coordinator centers and NAPS labs, including judging adequacy, patient identity, and re-run viability of specimens. Update guidelines for NAPS staff and coordinators with PNS Program policy changes to specimen accessioning, processing, and specimen adequacy determination protocols. Inform regional PNS coordinators of changes to NAPS laboratory policies via email and conference call communications. Create annual holiday calendar for planned lapses in overnight specimen “batch” processing in coordination with GDSP Laboratory Services Branch, ITSD, and IT contractor.

- 15% Examine screen negative patient cases without a clinician of record for assignment to correct case coordinator center (CCC). Reviews PNS cases with incorrect or missing information for clinician of record. Use problem-solving skills to determine correct clinician’s identity via available tools in the Screening Information System (SIS) computer application, working with PNS CCCs, and consulting with medical offices, blood draw stations, and

laboratory facilities. Input correct clinician data into SIS and complete downstream applications (such as processing mailers, preparing and completing billing reports, and analyzing specimen linkage inquiries). Prepare reports in Excel of completed case list. Makes recommendations to HPMI of PNS Logistics Unit how to reduce cases with missing information, including test requisition form revision, clinician education, or other external partner outreach activities. Reviews daily stacks of mail for clinicians and patients returned by the post office due to incorrect address.

- 15% Interface with Screening Information System (SIS) computer application to keep the Prenatal Screening Program (PNS) Program Entity and SIS User databases up to date. Individual will create, maintain, and delete user accounts in all GDSP applications for PNS and PSQA sections. Create and manage an electronic database for organizing PNS and PSQA new user account requests, including Oath of Confidentiality and required training paperwork. Assist external users with GDSP application login issues and help external users troubleshoot through IT workflows via email and phone. Troubleshooting involves reviewing user activity reports, analyzing charted user login activity, and making recommendations to external partner IT departments for federating with GDSP applications and other web-based services. Collaborate with IT and staff from all GDSP Programs to design and update GDSP application logon workflow, write application protocols for both internal and external users, execute staged onboarding of users to new GDSP applications, and train other staff how to maintain internal and external user accounts. Responsible for regular application database account clean-up and utilizing the database for mass mailings from GDSP
- 10% Maintain a working knowledge of Prenatal Screening (PNS) Program policies and protocols. Participate in program planning and development of policies and standards. Evaluate daily operational protocols to assess their effectiveness and update protocols as needed.
- Perform User Acceptance Testing (UAT) of new updates, screens, and features of GDSP applications. Analyzes changes or differences made in old versus new programming, or makes decision whether new software completes requirements of minimum viable product. Makes recommendations to HPMI of PNS Logistics Unit, as well as other GDSP managers, when UAT has passed or failed criteria and whether PNS and PSQA Programs accept IT updates, changes, or features to GDSP applications.
- 5% Conduct site visits with state-contracted regional laboratories to assess compliance with the Health and Safety Codes and Prenatal Screening Program Guidelines to evaluate the laboratory's protocols and procedures. In advance of the site visit, work will require scheduling travel arrangements and preparation of materials. The visit will also involve touring laboratory space and meeting with contract laboratory staff to discuss their protocols and procedures. After the site visit, a final site visit report needs to be prepared with findings from the site visit and recommendations for change, if required. A final report will need to include any required responses from the state-contracted regional laboratories director. Travel could involve up to 5 site visits per year.
- 5% Perform as the PNS Section liaison with the state-contracted courier that is responsible for picking up and delivering specimens from collection facilities throughout the state to the NAPS contract laboratories. Assist clinics with specimen tracking when required, troubleshoot missing or late specimen deliveries, log issues and approve bi-monthly courier invoices.

- 5% Perform as the PNS Section liaison with the GDSP Laboratory Services Branch. Duties include modifying and updating laboratory protocols, reviewing specimen adequacy and identity, and specimen processing issues. Incumbent will also provide any necessary assistance during quarterly laboratory quality testing, such as College of American Pathologist (CAP) proficiency testing.

Marginal Functions (including percentage of time)

- 5% Respond to telephone and written inquiries about the Prenatal Screening Program from clinicians, patients and members of the public.
- 5% Perform other work-related duties as required.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.		I have read and understand the duties and requirements listed above, and am able to perform these duties with or without reasonable 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
Robyn Jimenez, Ph.D.			
Supervisor's Signature	Date	Employee's Signature	Date
HRD Use Only:	Date		
Approved By: EC	8/6/20		

DUTY STATEMENT

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The incumbent works under the direction of the Health Program Manager I (HPM I) of the Prenatal Screening Logistics Unit. The Associate Governmental Program Analyst (AGPA) performs the more difficult and complex duties related to technical oversight, monitoring and evaluation of PNS Program activities. The AGPA will serve as a liaison with the state-contracted regional laboratories, GDSP Laboratory Services Branch, and PNS Program; provide review of daily reports, mailers, and user accounts in GDSP software applications; and other duties associated with systems that track and manage daily program operations. The AGPA is expected to participate in PNS program planning discussions and support new program development and system testing activities.

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Supervisor's Name: Robyn Jimenez, Ph.D.	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date
HRD Use Only: Approved By: EC	Date 8/6/20		