

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

Classification Title	Board/Bureau/Division
Supervising Investigator I	Division of Investigation (DOI)
Working Title	Office/Unit/Section / Geographic Location
	Health Quality Investigation Unit (HQIU) Concord Field Office
Position Number	Name and Effective Date
612-345-8596-001	

General Statement: Under the general direction of the Supervising Investigator II, Division of Investigation (DOI), Health Quality Investigation Unit (HQIU), the incumbent supervises a staff consisting of Investigators, who perform criminal and administrative investigations, such as wrongful death, sexual misconduct, narcotics theft, major fraud, embezzlement and unlicensed activity. The incumbent conducts the most difficult, complex, and sensitive administrative and criminal investigations.

Duties include, but are not limited to, the following:

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

70% Supervision of Staff and Investigation Oversight and Management (E)

- Recruits, trains, and evaluates, through the use of probation and annual appraisals, the work performance of direct reporting staff to ensure investigative services are performed efficiently and effectively. Completes the Individual Development Plans and Performance Evaluations for direct-report staff. Monitors employee attendance and approves employee leave requests; initiates and conducts employee selection interviews and hires; monitors and assesses the training and development needs of direct-report staff. Manages personnel issues and develops a productive work environment free of conflict, discrimination and harassment. (30%)
- Supervises, organizes, plans, evaluates, and directs the work of Investigators in accordance with guidelines and priorities provided by the Supervising Investigator II. Provides guidance and technical assistance to the investigators in the assigned field office by monitoring, leading, and assisting investigators in preparing and conducting interviews, search warrants, subpoenas, and other legal processes. Reviews current caseload with each subordinate investigator regularly, providing input, suggestions, feedback and support. Supervises investigators in the preparation of case material for criminal and administrative hearings, and in the operation of specialized law enforcement equipment. Supervises the filing of criminal complaints, preparation and service of subpoenas, search warrants, and other legal papers. Reviews and approves investigation correspondence and reports. (30%)
- Plans, oversees, and conducts the most difficult, complex, and sensitive internal criminal and administrative investigations; makes physical arrests, transports those in custody. (10%)

25% Program Oversight and Management / Training (E)

- Reviews and approves travel and evidence claims, overtime reports, month-end billing and mileage logs, and other management reports.
- Serves as evidence custodian. When requested, may maintain an evidence expense account.
- Oversees CalCard account for office-related supplies.
- Attends and participates in firearms qualifications and hand-to-hand defensive tactics training and specialized law enforcement technical training.

5% Coordination with Internal and External Organizations (M)

- Acts as liaison to client agencies, district attorneys, prosecutors, etc., regarding divisional policies, procedures and investigations. Attends governmental, public, or industrial functions as a representative of the department.

B. Supervision Received

The incumbent reports directly to, and receives the majority of assignments from, the Supervising Investigator II, Division of Investigation (DOI), Health Quality Investigation Unit (HQIU); however, direction and assignments may also come from the Chief or Deputy Chief, Division of Investigation

C. Supervision Exercised

The incumbent supervises, evaluates, directs, and review the work of investigative and office staff.

D. Administrative Responsibility

Act as evidence custodian. Maintain an evidence expense account.

E. Personal Contacts

Daily contact with field investigators, field office staff and Supervising Investigator II. Occasional contact with licensees of DCA and general public as subjects, complainants or witnesses. Weekly contact with other government agencies (law enforcement, district attorneys' offices and Attorney General's Office). Daily contact with enforcement personnel from boards and bureaus regarding cases assigned to the field office. Occasional contact with DCA Health and Safety, Personnel, Information Technology and other support units.

Occasional contact with public for complaint information, referrals and general questions. Occasional contact with licensees under investigation, complainants or witnesses for questions and complaints regarding the cases in which they are involved.

F. Actions and Consequences

Failure to properly monitor investigators' assigned casework may result in cases not being completed in a timely manner, or inefficiently conducted investigations, resulting in a higher monetary cost to client agencies. Investigations must be monitored to assure that they are completed in a timely manner so that the statute of limitations for the particular

violation does not expire. Investigations not completed in a timely manner can delay licensing, costing the DCA loss of licensing fees and the possibility of a loss of income for a person who cannot be licensed (or renewed) until the investigation is completed. Investigations must be monitored for quality, because an inadequate investigation may result in allowing a violation of the law (criminal or administrative) to go undetected or unpunished. In addition, many of the cases being investigated affect the health and safety of consumers.

Failure to properly supervise investigators may allow an unlawful or unjustified arrest to be made, exposing the state to a lawsuit. Failure to properly supervise an investigator may result in the excessive or improper use of force in making an arrest, thereby resulting in injury or death to an investigator, suspect or other person and perhaps exposing the state to a lawsuit.

G. Functional Requirements

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent works in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone are essential. Sitting and standing requirements in the office are consistent with office work. In addition, the Supervisor will spend approximately 15% of time per week in the field, which includes sitting/driving and walking.

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 Supervising Investigator I 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.

The incumbent 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 incumbent 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 Supervising Investigator I must perform the full range of peace officer duties and responsibilities in the accomplishment of their assignments. In addition, the Supervising Investigator I 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.

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

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.)

Employee Signature

Date

Employee's Printed Name, Classification

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

Supervisor Signature

Date

Printed Name, Classification

Revision (05/07/19)