DUTY STATEMENT

Employee Name:

Classification: Staff Services Manager II (Supervisory)
Position Number: 580-405-4801-909

Working Title: Section Chief
Work Location: 1616 Capitol Avenue Sacramento, CA 95814

Collective Bargaining Unit: S01
Tenure/Time Base: Limited Term/Full-Time

Center/Office/Division: Center for Infectious Diseases/Office of AIDS
Branch/Section/Unit: AIDS Drug Assistance Program (ADAP)
Branch/Client Services, Quality Assurance and Training 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 overseeing the day-to-day programmatic and administrative operations of ADAP, which provides access to life-saving medications for eligible persons living with HIV/AIDS and PrEP, which provides drugs to eligible individuals who are HIV negative and at high risk for contracting HIV and cannot afford them.

The Staff Services Manager II (SSM II) plans, coordinates, and oversees the work of the Client Services Unit and the Quality Assurance and Training Unit and guides staff in the development of highly technical and politically sensitive HIV and PrEP-related policies and short- and long-term strategies to address the ongoing care needs of persons living with, or at risk for contracting, HIV/AIDS throughout California. The high visibility and political sensitivity of these programs requires interaction and collaboration with various levels of government (federal, state, and local agencies), the insurance provider community, HIV and PrEP advocacy organizations, and individuals living with, or at risk for contracting, HIV/AIDS. The SSM II provides training and education to Office of AIDS (OA) staff and local health jurisdictions on technical issues and collaborates with other state ADAP directors.
The incumbent works under the general direction of the Staff Services Manager (SSM) III, Chief of the ADAP Branch.

**Special Requirements**

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

**Essential Functions (including percentage of time)**

35% Sets program priorities and objectives and provides overall direction to the Client Services and Quality Assurance and Training Unit Chiefs who manage tasks related to Client Services, Quality Assurance, and Training. Supervise and oversee work activities and monitor staff responsible for the Client Service Center, who receive calls from ADAP/PrEP clients (including clients enrolled in the ADAP's insurance assistance programs), enrollment workers, and providers (such as pharmacies or medical providers and the public). Responsible for developing and maintaining policies and procedures for the Client Services and Quality Assurance and Training Units; work with Client Services and Quality Assurance and Training Unit managers on developing quality assurance benchmarks to ensure high-quality customer service, accurate data entry, address eligibility issues timely and continuous monitoring of activities. Responsible for reviewing all Job Aids created and providing final sign off prior to implementation. Provide oversight for development and implementation of training modules and ensure Client Services staff are cross trained to manage a high volume of calls and/or client application processing. Coordinate with SSM II, Eligibility and Operations Section on training related to program eligibility. Provide oversight on back up and emergency testing schedule for phone and other system failures.

25% Provide leadership and support to Client Services, Quality Assurance and Training Section staff. Directs and oversees all personnel issues and activities within the Client Services, Quality Assurance and Training Section including hiring, training, and staff development and review and approval of employee corrective and disciplinary actions. Works collaboratively with the OA Support Branch and the Department’s Human Resources Division (HRD), Labor Relations, and Office of Civil Rights.

25% Coordinates with ADAP Operation specialist, Eligibility and Operation Section managers, ADAP and CARE Evaluation and informatics Branch staff on continued monitoring of processes related to client enrollment, program eligibility, pharmacy benefits, insurance and medical benefits, assess any changes needed to Call Center, Data Processing and/or Eligibility activities. Coordinate process improvement workgroups to review existing processes and propose new ones. Participate in Enrollment Worker Advisory Calls, and any internal meeting including, but not limited to Client Services Unit meetings, Client Services, Quality Assurance and Training Section meetings, ADAP Eligibility and Operations Section Meetings,
ADAP Branch Meetings, and OA Management Team Meetings and lead or participate on workgroups as appropriate. As requested, represent OA at conferences, external meetings, and with advocate groups.

10%  Researches and evaluates new Federal and State health insurance requirements and opportunities, identifies the resulting impact on ADAP, OA-Health Insurance Premium Programs, and PrEP. In consultation with stakeholders as needed, develops recommendations and advises the ADAP Branch Chief on programmatic changes that will improve/enhance ADAP policies and practices. In collaboration with the ADAP Branch Chief plans and directs the implementation of approved programmatic changes. Coordinate all audit requests made by State and Federal agencies for the ADAP Branch.

### Marginal Functions (including percentage of time)

5%  Performs other SSM II job-related duties as assigned.

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.)

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**HRD Use Only:**

Approved By: Date