DUTY STATEMENT

Employee Name:  
Position Number:  580-820-7993-XXX  
Classification:  Health Facilities Evaluator Manager II  
Tenure/Time Base:  Permanent/Full-time  
Working Title:  Section Chief  
Work Location:  Multiple counties  
Collective Bargaining Unit:  S01  
Position Eligible for Telework (Yes/No):  Yes  
Center/Office/Division:  Center for Health Care Quality  
Branch/Section/Unit:  Office of Internal Operations/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.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department’s mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

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 development and delivery of training for Center for Health Care Quality’s (field operations and headquarters-based staff. The Health Facilities Evaluator Manager II (HFEM II) must possess an active Registered Nurse License, knowledge of and ability to develop training functions related to current clinical standards, policies and procedures, federal and state legislative and regulatory processes and understand how each are interrelated. This position must have general project management skills, the ability to ensure limited staff resources are efficiently managed, and an understanding of best practices for adult learning in a remote environment. The incumbent should be able to understand the technical components regulated by the program and how field staff and headquarter staff interrelate to these factors. In state and out of state travel is required 40% of the time.
The incumbent works under the general direction of the Office of Internal Operations CEA.

### Special Requirements

- ☑ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☑ Travel: 40% - overnight stays
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☑ License/Certification: CA Registered Nurse License
- ☐ Other:

### Essential Functions (including percentage of time)

**45%** Plans, organizes, directs, monitors, and reviews work components of the Training Curriculum and Development Units A & B, whose staff are based throughout the state. Adheres to best practices for managing remote staff, such as weekly 1:1’s and providing engagement and team-building opportunities. Ensures quality and efficiency of staff work, sets expectations, manages staff performance, and processes personnel actions. Reviews and approves all types of leave requests and timesheets. Continuously builds and maintains effective communication and collaborative relationships with internal and external stakeholders.

Ensures that CHCQ’s survey training program meets all requirements outlined by the Centers for Medicare & Medicaid (CMS) for State Survey agencies and all requirements of state regulations and statutes, such as Health & Safety Code, Life Safety Code, and Title 19. Partners with CMS, Internal Quality Assurance Units, and Field Operations Leadership to identify training needs for Nurse Surveyors, District Office Managers, Supervisors, and Support Staff; and develops, modifies, or reinforces training curriculum as appropriate, including the development and administration of pre and post training competency assessments. Uses clinical expertise to direct the development, oversee the delivery, and monitor the effectiveness and uniform adoption of correct practices as outlined in CHCQ’s Policies and Procedures, the State Operations Manual, and CMS Quality, Safety, and Oversight (QSO) Memos.

Oversees the effective delivery of remote, hybrid and in-person trainings for a field-based and largely remote workforce: such as New Surveyor Academy, Supervisor Academy, Support Staff Academy, and District Administrator/District Manager (DA/DM) Academy. Manages contract for training media services and if necessary, procures training space. Assesses where small-group, ad-hoc and/or customized training is needed and manages development and delivery. Partners with District Office Training Supervisors to reinforce and deliver effective, consistent post-academy training statewide.

**25%** Serve as Training Liaison between CMS and CHCQ. Reviews state and federal performance audit reports, develops and implements corrective action, including training components, to ensure compliance with state and federal regulations and or statues and program policies and procedures. Makes workload adjustments as necessary in response to changes in the licensing and certification processes and to the analysis and evaluation of quality improvement reviews. Proactively monitors training effectiveness, identifies potential problems, plans
strategies, sets priorities, and makes process improvements. Provides resources and expertise to address questions on survey activities, processes and procedures. Partners with the Policy team to update or develop policy guidance as needed. Reviews, revises, and approves all new curriculum and updates to established curriculum.

20% Plans, organizes, directs, monitors, and reviews work components of the CHCQ Training Support Unit. Manages staff, ensuring quality and efficiency of work, and processes personnel actions. Continuously builds and maintains effective communication and collaborative relationships. Oversees assessment of the training needs, development, and delivery of training for Field Operations Support Staff and a diverse range of Headquarters-based staff. Oversees use of the Learning Management System, ensuring all trainings are recorded and made available online. Ensures training attendance, completion rates, competency scores, and other key data points are tracked and stored. Ensures compliance with all CMS training reporting requirements.

5% Serves as a resource consultant to the Deputy Director, Assistant Deputy Directors, Branch Managers, District Administrators, and other staff of the Licensing and Certification Program, and present the Program’s position related to new standards of compliance or survey methods to industry consumers, and advocates at a variety of meetings, conferences and/or training venues and Learning Management Services platforms. Manages oversight of special projects and serve as Subject Matter Expert on continuous improvement initiatives related to training.

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

5% Other work-related duties as assigned.

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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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<th>Supervisor’s Name:</th>
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**HRD Use Only:**

Approved By: DS

Date: 12/12/2022