

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 7/15)

Classification Title	Board/Bureau/Division
Associate Governmental Program Analyst	Medical Board of California
Working Title	Office/Unit/Section / Geographic Location
Policy and Training Analyst	Licensing Section - Sacramento
Position Number	Name and Effective Date
629-160-5393-807	

Under the direction of the Licensing Section Manager, Staff Services Manager I, the Associate Governmental Program Analyst (AGPA) is part of the Licensing Program of the Medical Board of California (MBC). The incumbent is the lead AGPA for the development of training courses, training materials, and trains all new licensing staff. The incumbent maintains and updates the "Licensing Policies and Procedures Manual". The AGPA serves as MBC's BreEZe subject matter expert and gathers and analyzes licensing related data and statistics, conducts studies, and prepares reports for MBC executive management, representatives of the Department of Consumer Affairs, the Business, Consumer Services, and Housing Agency (Agency), and MBC Board Members. The incumbent is responsible for keeping all licensing forms and licensing web content up-to-date and proposing changes as needed. Duties include, but are not limited to the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

(50%) LEAD ANALYST (E)

- Provides analytical guidance, assistance and solutions/decisions to Licensing staff with a difficult or atypical application. Reviews outgoing correspondence prepared by licensing staff for completeness, accuracy, and appropriate interpretation of laws, regulations and policies. **(20%)**
- Develops training program, training manual and presentations from the Licensing Policies and Procedure Manual (LPPM), Business and Professions Code and various related documents in order to perform one-on-one, hands-on or classroom training for licensing staff responsible for the evaluation and processing of licensing applications. **(10%)**
- Assesses the training and resource needs of new and current staff in order to provide the appropriate training. Provides in-service training regarding changes in statutes, regulations, the Business and Professions Code, and internal policies and procedures. **(10%)**
- Serves as the lead analyst, and consults with a team of Licensing analysts, to develop, update and maintain a comprehensive "Licensing Policies and Procedures Manual" (LPPM) to be used by all Licensing staff to increase the efficiency, consistency and accuracy of processing Licensing applications. Analyzes statutory and regulatory changes affecting Licensing requirements and/or business processes in order to advise management and staff on the impact or potential impact, which may include, but not be limited to: statistical reporting requirements, review timeframes, licensing requirements (i.e., supporting documentation, training and examination requirements, etc...), etc. Updates the LPPM accordingly. **(10%)**

(20%) FORMS AND WEBSITE UPDATES

- Updates licensing forms with legislative and regulatory requirements and ensure clarity and consistency. Reviews licensing forms to determine if changes are needed and drafts proposed changes for management review. Submits approved changes to the MBC's Information Systems Branch (ISB) and verifies changes are made successfully and timely.
- Reviews and updates the licensing information on the MBC's website to ensure compliance with statutes and regulations and that information is clear and informative to

stakeholders. Drafts proposed changes to the website and submits to management and legal counsel for approval. Submits approved changes to the MBC's ISB. Verifies changes are made successfully and timely.

(20%) COMMUNICATIONS (E)

- Makes recommendations to supervisor and management regarding updates/changes to licensing policies and procedures. Identifies overall trends and potential problem areas in initial licensing application review process and presents findings to management. **(10%)**
- Consults with program manager for technical expertise on atypical applications. Presents atypical applications to the Application Review and Special Programs Committee. **(5%)**
- Researches and responds to non-routine correspondence on licensing issues for the signature of the program manager (SSM I and/or II) the Chief of Licensing (CEA A) and the Executive Director. **(5%)**

(10%) BREEZE, COMPREHENSIVE MANAGEMENT TOOLS AND DATA REPORTS (E)

- Identifies, gathers and analyzes essential Licensing data and statistics in order to systematically check all reporting phases of the application process including but not limited to: daily, weekly and monthly production reports; examines and validates if the data in BreEZe is accurate; identifies errors including standardized coding, pathway identifiers, and application status; corrects errors in BreEZe to ensure data is accurate. Identifies and diagnoses inconsistencies in data collection/reporting and develops methods to reconcile data discrepancies; presents enhancement alternatives and recommendations to management; consults with Licensing BreEZe Liaison and MBC's ISB to make any necessary changes/additions to BreEZe. **(5%)**
- Utilizes data and statistics to identify overall licensing trends and potential problem areas; interprets, formulates and presents findings, alternatives and recommendations to Licensing and Executive management. **(5%)**

B. Supervision Received

The incumbent works under the direction of the Licensing Section Manager (SSM I).

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has direct daily contact with the MBC's management and staff regarding sensitive/complex licensing related issues, business processes, and policy/procedures. In addition, the incumbent has direct occasional contact with Board and Committee members. The incumbent also has direct occasional contact with physician's and surgeon's, applicants, medical schools, hospital management and staff, other state agencies, applicant's attorneys, Deputy Attorney Generals, Federation of State Medical Boards (FSMB) management and staff, Liaison Committee on Medical Education (LCME) management and staff, and the California Medical Association (CMA).

F. Actions and Consequences

If the incumbent does not perform his/her job adequately, the MBC will not have accurate and comprehensive statistics identifying performance measures and management will not have the adequate tools to evaluate/manage their staff. Additionally the MBC would not have statistics available for critical reports and projects, and licensing forms and website information could be out of compliance with the law. Also, if the incumbent does not perform the duties and responsibilities of the position adequately, the Licensing staff will not be adequately trained and applicants that do not meet the requirements for licensure could be licensed in error, thus endangering California healthcare consumers. Conversely, qualified applicants may be delayed in receiving their license which negatively impacts California consumers' access to qualified healthcare.

G. Functional Requirements

No specific physical requirements are required: the incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. Travel may be required to attend Board and Committee meetings, other meetings and hearings held in various locations throughout California. Incumbent is required to travel by commercial carrier or auto whichever method is in the best interest of the State. Travel may be for one or several consecutive days.

H. Other Information

Incumbent must possess good written and verbal communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to MBC Staff, Board and Committee Members and DCA management needs.

The incumbent may be privy to 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 matters at all times.

Title 11, section 703 (d) of the California Code of Regulations requires 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 matters 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

Printed Name

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

Revised: 12/2022