

DUTY STATEMENT

Employee Name:	Position Number: 580-408-8338-909
Classification: Health Program Specialist I	Tenure/Time Base: Permanent / Full-Time
Working Title: CalCONNECT Training Specialist	Work Location: Various locations available. Location to be determined upon hire.
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Infectious Diseases / Division Communicable Disease Control	Branch/Section/Unit: CalCONNECT Branch / Local Health Department & User Support 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 ensuring the development and delivery of high quality training programs that enhance skills and knowledge.

The Health Program Specialist I (HPS I) serves as a highly skilled professional with independent responsibility to carry out assignments in a fast-paced environment. The HPS I serves as the CalCONNECT Training Specialist; responsible for designing, delivering, and evaluating training content to facilitate statewide adoption and utilization of the CalCONNECT data management platform used to support case management, disease investigation, and other public health outreach. The

incumbent is responsible for conducting training needs assessments, designing engaging learning content and materials, and overseeing all aspects of training interventions for the CalCONNECT system. The Training Specialist employs skills to work within a small team and with other program teams focused on connecting LHDs with the training, information, resources, and conversations needed to effectively use the CalCONNECT platform. The HPS I utilizes subject-matter expertise on functionality of the platform, disease investigation program priorities, state guidance, and collaborates with other subject-matter experts to ensure that all training content related to CalCONNECT is effective and up to date.

The incumbent works under the direction of the Health Program Manager I (HPM I) of the Local Health Department (LHD) & User Support Section.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Up to 5% may be required.
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 40% Develops and maintains training content related to the CalCONNECT platform. Conducts needs assessments (surveys, interviews, and consultations) to identify training needs and gaps to determine specific learning objectives of CalCONNECT users. Works with LHD & User Support Team and consults with subject matter experts (SME) to develop, review, and update all training materials for the CalCONNECT platform, including written and online training content. Delivers training content weekly for CalCONNECT system users. The incumbent uses SME level knowledge of platform capabilities to ensure the efficient and effective delivery of high-quality training to support end users. Facilitates training sessions using various methods including office hours, an e-learning platform, recorded simulations, and classroom instructor-lead instruction.
- 25% Oversees the administration, maintenance, and upgrades of the Learning Management System (LMS), ensuring data integrity, prompt issue resolution and system functionality. Manages user accounts, roles, and permissions within the LMS. Ensures data accuracy and integrity within the system, monitors system performance and identifies areas for improvement. Provides training support to CalCONNECT users, including managing LMS access and functionality issues as well as creating and managing course pages and activities. Develops and maintains training materials and content, creates and distributes data and activity reports, and stays up to date with latest LMS features and best practices, and collaborates with SMEs to develop high-quality online training content.
- 20% Measures the impact of provided training content through post-training assessments and feedback collection to help identify areas of improvement. Monitors key performance metrics related to training resources (number of users who register and complete trainings, feedback on materials, etc.) to ensure that the needs of end users are met in order to meet programmatic

goals of the CalCONNECT platform.

- 10% Communicates, coordinates, and collaborates across the CalCONNECT program to learn and share new system enhancements and updates. Maintains up-to-date knowledge of LHD and CDPH program needs, successes, and barriers, as well as elevates issues and needs appropriately to the section manager HPMI and CalCONNECT leadership. Documents and shares successes, best practices, and disseminates information. Reports issues and successes to program leadership, maintains tracking sheets and other documentation tools and participates in cross-program task forces and work- groups, as needed.

The headquarter location will be determined based on the location of the most qualified candidate. Available Headquarter locations for this position:

Regions

Region	Counties	Available Headquarter Locations
Region II	Alameda, Contra Costa, Del Norte, Humboldt, Lake, Marin, Mendocino, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma	Contra Costa – 850 Marina Bay Parkway, Richmond, CA 94804
Region IV	Alpine, Amador, Calaveras, El Dorado, Placer, Sacramento, San Joaquin, Stanislaus, Tuolumne, Yolo	Sacramento – 1616 Capitol Avenue, Sacramento, CA 95814

Marginal Functions (including percentage of time)

- 5% Performs other HPS I job-related duties as required and 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.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: Skip Thomas

Date: 7/31/2025