

DUTY STATEMENT

Employee Name:	Position Number: 580-8XX-7993-XXX
Classification: Nurse Surveyor Manager	Tenure/Time Base: Permanent/Full-time
Working Title: Section Chief	Work Location: Location to be determined upon hire
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Licensing & Certification Division	Branch/Section/Unit: Healthcare Workforce Branch/Healthcare Training Program Review 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 directing, planning, organizing, and coordinating the functions of the Center for Health Care Quality's (CHCQ), Healthcare Training Program Review Section (HTPRS). This section is responsible for the oversight of Training and competency evaluation of all Certified Nurse Assistants (CNA), Home Health Aides (HHA), and Hemodialysis Technicians (CHT). This section consists of 2 units with 20 multidisciplinary staff including management, supervisory, analytical, and nurses.

The incumbent works under the general direction of the Branch Chief, Staff Services Manager III.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: 20%
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 35% Manages the various aspects of the HTPRS and ensure the timely and accurate processing of the various applications for which application is completed. Supervises, manages, and directs workload priorities for the HTPRS in the review, analysis, and evaluation of requests for CNAs, HHAs, and CHTs' initial application, renewal, continuing education, in-service and orientation, nurse assistance training program (NATCEP) loss due to penalties imposed by the Centers for Medicare & Medicaid Services (CMS); responds to requests from external stakeholders representing over 1000 training programs. Evaluates data metrics and dashboard to determine and monitor section workload priorities and performance on timelines and volume of application processing. Review and apply state and federal law and regulations to ensure program integrity and compliance with the mandates. Makes recommendations and provides guidance and continuous support for quality improvement to two Nurse Surveyor Supervisor II's (NSS II). Assists in preparation of special reports, participates in CHCQ management projects, and other support activities for CHCQ management.
- 20% Prepares annual staff performance and probation reports as necessary. Reviews and approves timesheets. Arranges for staff development and training. Participates in the hiring process by providing required documentation to the Human Resources Branch. This includes preparing and reviewing duty statements, reviewing applications for screening, sitting on interview panels, verifying references, and making selections, providing input regarding interview process and technique to subordinate staff. Participates in conferences and presents to stakeholders and other CHCQ staff on the application processes for CNAs, HHAs, CHTs, training programs. Provide consultation to the policy section as needed to evaluate proposed legislative or regulatory changes. Ensures the consistent application of State and Federal requirements by providing leadership, direction, and guidance to staff in accordance with departmental policies, procedures and processes. Consults with the Office of Legal Services (OLS) on interpreting state and federal statutes/regulations and other functions of the Section. Monitors program for consistency in application of State and Federal requirements.
- 20% Develops procedures, bulletins, and/or All Facilities Letters providing clarification to staff, facilities, or training program providers. Coordinates with provider organizations and providers regarding the interpretation and application of the State and Federal statutes. Assists in contract management for the section, including, printing, and communication

contracts. Nurse Surveyor Manager travels throughout the state to monitor onsite testing vendors, onsite visits for training programs and investigations to ensure compliance with regulations and statutes. Supports the branch and section in the efforts to go electronic and represent the section in those efforts by working with external vendors, Information Technology Department (ITSD), and other agencies as needed. Completes timely and accurate workload and fiscal impact statements for legislative proposals and budget change proposals. Maintains reports and records that will provide detailed information as requested by Department of Finance (DOF), legislative staff and industry inquiries.

Represents the Section in budget and legislative meetings and at industry meetings, including but not limited to, Skilled Nursing Facilities, General Acute Care Hospitals, and State Centers for the Developmentally Disabled, Hemodialysis Centers, and Home Health Agencies.

- 10% Conducts special administrative reviews, reports, and/or special assignments at the directions of the Branch Chief. Prepares responses to legislative and/or industry inquiries related to any and all operational factors of the HTPRS's program functions and investigations, while ensuring privacy obligations are met. The industry could include but is not limited to Skilled Nursing Facilities, General Acute Care Hospitals, State Centers for the Developmentally Disabled, Hemodialysis Centers, and Home Health Agencies.

Marginal Functions (including percentage of time)

- 5% Ensures the Branch's as well as the Section's operations are functioning in a manner consistent with good business practices. Conducts random reviews of various phases of the work and its relationship to other Sections workload. Completes assignments as determined by the Branch Chief. Maintains internal controls on workflow and processes to ensure the highest level of efficiency and effectiveness are being met.

- 10% Other duties as required.

☐ 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: AR

Date: 09/10/2025