

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Analyst

POSITION NUMBER:

800-814-5157-910DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)***Community Care Licensing Division- Central Operations**BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)***Centralized Complaint and Information Bureau**

SUPERVISOR'S NAME:

Kristi Craighton

SUPERVISOR'S CLASS:

Staff Services Manager ISPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. *(Explain below)*
- ☐ None
- ☒ Other *(Explain below)*

Subject to fingerprinting and criminal record clearance by DOJ/FBI

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division to promote the health, safety, and quality of life of each person in community care through the administration of an effective and collaborative regulatory enforcement system.

CONCEPT OF POSITION:

The Staff Services Analyst (SSA) at the Centralized Complaint and Information Bureau (CCIB), within the Community Care Licensing Division (CCLD) reports to Staff Services Manager I (SSM I). The Staff Services Analyst series (SSA, Range A, B, C) includes entry, training and full journey level positions. Under supervision, the SSA performs analytical and technical work related to complaint intake and other contacts regarding Home Care Organizations and Community Care Licensing facilities that provide care and supervision to children, adults, and seniors who reside or spend a portion of their time in out-of-home care facilities.

A. RESPONSIBILITIES OF POSITION:

45% - The Staff Services Analyst (SSA) documents complaints of allegations that fall under the scope and jurisdiction of Title 22 of the California Code of Regulations and sub-sections thereof. The SSA records and distributes complaints that are received via telephone, written correspondence or by electronic media. Under close supervision the SSA reviews written correspondence, identifies alleged violations of the Title 22 of the California Code of Regulations, the California Health and Safety Code, Interim Regulations, County Written Directives or Chaptered Legislation, and drafts complaints as necessary. The SSA must interact with the public via telephone, obtain critical information and evaluate whether or not an alleged violation has occurred. The SSA will notify CCIB management if a complaint of suspected severe neglect, sexual or physical abuse is received. The CCIB management will review the SSA's written report and will forward it to the appropriate Regional Office for Investigation Branch referral.

35% - Under supervision, the SSA conducts research of facilities to identify where and to whom a complaint should be routed. The SSA makes use of all resources available, including the Licensing Information System, the Field Automation System and the Internet in order to identify other programs or offices a complaint or incident should be cross-reported to, as well as to direct callers to the appropriate agency in the event the complaint is not under the jurisdiction of Community Care Licensing. The SSA must be able to identify the appropriate law enforcement agency to report allegations of suspected abuse and must submit the report within prescribed guidelines.

10% - At the request of the general public, the SSA conducts file reviews over the phone regarding a facility's compliance history and provides the information to the caller. Under supervision, the SSA may need to answer questions about the statutory authority regarding the cited deficiencies and explain the process of bringing licensed facilities back into compliance with all applicable laws and regulations.

5% - Training Responsibilities: The SSA is responsible for full participation in all training sessions and/or one-on-one training. Journey level SSAs may assist in training other staff and providing consultation to other staff.

5% - Special projects as assigned. The SSA is assigned progressively more difficult tasks as their competence increases. The SSA may participate in divisional or departmental policy development work groups.

B. SUPERVISION RECEIVED:

Staff Services Analyst (SSA) are supervised by the Staff Services Manager I (SSM I). They receive training and general instruction on licensing policy and division goals. Management closely supervises SSA Range A and B level and perform quality assurance evaluations frequently. As the level of expertise increases, the quality assurance evaluations are less frequent.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

SSAs have regular contact with licensees, facility staff, children, adults and seniors in care, their parents/responsible parties, and the public; they may also have contact with fire marshals, long term care ombudsmen and other client advocates, regional office staff, local law enforcement and personnel from other agencies.

E. ACTIONS AND CONSEQUENCES:

SSAs triage information in accordance with Health and Safety codes; they may be first to detect health and safety risks. Failure to complete accurate complaint intake may result in health and safety hazards to clients resulting in neglect, abuse, injury or death, and potential liability to the Department.

F. OTHER INFORMATION:

SSAs must possess a valid driver's license and be able to travel occasionally. They must have good verbal and written communication skills and be able to maintain composure in stressful situations. SSAs are subject to fingerprinting and a criminal record check by Department of Justice and Federal Bureau of Investigation.

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Associate Governmental Program Analyst

POSITION NUMBER:

800-814-5393-910

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Community Care Licensing Division- Central Operation Branch

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Centralized Complaint and Information Bureau

SUPERVISOR'S NAME:

Kristi Craighton

SUPERVISOR'S CLASS:

Staff Services Manager I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. *(Explain below)*
- ☐ None
- ☒ Other *(Explain below)*

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DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

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MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division to promote the health, safety, and quality of life of each person in community care through the administration of an effective and collaborative regulatory enforcement system.

CONCEPT OF POSITION:

The Associate Governmental Program Analyst (AGPA) at the Centralized Complaint and Information Bureau (CCIB), within the Community Care Licensing Division (CCLD) reports to a Staff Services Manager I (SSM I). This is the full journey level analyst class. Under direction, the AGPA performs the more complex technical analytical work related to complaint intake and other contacts regarding Home Care Organizations and Community Care Licensing facilities that provide care and supervision to children, adults, and seniors who reside or spend a portion of their time in out-of-home care facilities. The AGPA will be the subject matter expert and will perform duties at the highest skill level. The CCIB AGPA will act as a lead and assist with mentoring and training new staff.

A. RESPONSIBILITIES OF POSITION:

45% - The AGPA documents complaints of allegations that fall under the scope and jurisdiction of Title 22 of the California Code of Regulations and sub-sections thereof. The AGPA records and distributes complaints that are received via telephone, written correspondence or by electronic media. The AGPA must analyze the information provided and determine if an alleged violation of the Title 22 California Code of Regulations, the California Health and Safety Code, Interim Regulations, County Written Directives or Chartered Legislation, has occurred. In addition, the AGPA will be assigned the more complex allegations and provide written correspondence regarding alleged severe neglect, sexual, and physical abuse of clients in licensed facilities. The AGPA must review, identify and analyze if the suspected abuse occurred in a facility that falls under the jurisdiction of Community Care Licensing (CCL), must timely and accurately research critical information, and document the necessity for the Department to investigate and evaluate if an alleged violation of applicable laws and regulations has occurred. The AGPA submits the written reports to the appropriate Regional Office for Investigation Branch referrals.

35% - The AGPA provides assistance and regulatory guidance to licensees, stakeholders and the general public regarding Title 22 of the California Code of Regulations, as they relate to facilities licensed by (CCL). The AGPA must be able to identify the needs of the caller and evaluate which of the laws and regulations apply to their request. The AGPA must be able to interpret the laws and regulations that apply to all CCL facilities, and must be able to respond accurately and timely, verbally and in writing to complex inquiries. At the request of the general public, the AGPA conducts file reviews over the phone regarding a facility's compliance history and provides the information to the caller. The AGPA may need to answer questions about the statutory authority regarding the cited deficiencies and explain the process of bringing licensed facilities back into compliance with all applicable laws and regulations. The AGPA performs these duties at the highest analytical skill.

10% - The AGPA conducts research of facilities to identify where and to whom a complaint should be routed. The AGPA utilizes all resources available, including the Licensing Information System, the Field Automation System and the Internet, in order to identify other programs or offices a complaint or incident should be cross-reported to, as well as to direct callers to the appropriate agency in the event the complaint is not under the jurisdiction of Community Care Licensing. The AGPA must be able to identify the appropriate law enforcement agency to report allegations of suspected abuse and must submit the report within prescribed guidelines. The AGPA performs these duties at the highest skill.

5% - Training Responsibilities: The AGPA is responsible for full participation in all training sessions and/or one-on-one training. The AGPA will assist in training other staff and providing consultation to other staff.

5% - Special projects as assigned. AGPAs are assigned progressively more difficult tasks as their competence increases. The AGPA may participate in divisional or departmental policy development work groups.

B. SUPERVISION RECEIVED:

The AGPA is supervised by the Staff Services Manager I (SSM I). They receive training and general instruction on licensing policy and division goals. Management will monitor the AGPA and perform probationary and individual development program evaluations on a set schedule and/or as appropriate.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The AGPA will have regular contact with licensees, facility staff, children, adults and seniors in care, their parents/responsible parties, and the public. They may also have contact with fire marshals, long term care ombudsmen and other client advocates, regional office staff, local law enforcement and personnel from other agencies.

E. ACTIONS AND CONSEQUENCES:

The AGPA triage information in accordance with Health and Safety codes; they may be first to detect health and safety risks. Failure to complete accurate complaint intake may result in health and safety hazards to clients resulting in neglect, abuse, injury or death, and potential liability to the Department.

F. OTHER INFORMATION:

The AGPA must possess a valid driver's license and be able to travel occasionally. The AGPA must have good verbal and written communication skills and be able to maintain composure in stressful situations. AGPAs are subject to fingerprinting and a criminal record check by Department of Justice and Federal Bureau of Investigation.