

DUTY STATEMENT

Employee Name:	Position Number: 580-465-8337-700
Classification: Associate Health Program Advisor	Tenure/Time Base: Permanent / Full-Time
Working Title: OIDPR Triage Coordinator	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 / Office of Infectious Disease Preparedness Response	Branch/Section/Unit:

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 supporting the readiness of the Department for emergency response by triaging urgent infectious disease-related information and requests and helping to ensure 24/7 access to infectious disease subject matter expertise.

Under the direction of the Assistant Office Chief, the Associate Health Program Advisor (AHPA) serves as the Triage Coordinator for the Center for Infectious Diseases (CID) Office of Infectious Disease Preparedness and Response (OIDPR). The AHPA supports the Department's emergency readiness by triaging urgent infectious disease-related information and requests and helping to

ensure 24/7 access to infectious disease subject matter expertise. The AHPA will rapidly disseminate urgent information, inquiries, and requests related to infectious disease situational updates, outbreaks, threats, or emergencies to key points of contact in CID. The position will additionally provide administrative and logistical support for the CID Duty Officer of the Day (DOD) Program, including coordination of weekly volunteer handoffs. The AHPA supports the OIDPR Office Chief and Assistant Office Chief by supporting meeting planning and facilitation; developing presentations and slide decks; gathering information to support report writing; providing technical assistance on the application of new systems and tools (e.g., AI CoPilot, SharePoint) to improve business operation efficiencies; helping to identify, coordinate, and implement innovative process improvements for the Office; and developing and maintaining standard operating procedures (SOPs) and other office documentation.

In the case of a public health emergency, this position may be asked to redirect to serve rotations in emergency staffing roles aligned with their classification level.

This position requires occasional statewide travel based on operational needs and public health emergency response demands. Travel may include visits to the CDPH headquarters in Sacramento or Richmond and other locations throughout California to support program coordination, emergency preparedness efforts and business operations.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Up to 20% of travel statewide may be required per month
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

30% Infectious Disease Triage Coordination

Serves as the liaison between the Center for Preparedness and Response (CPR) and CID, monitoring and triaging incoming communications related to infectious disease threats, outbreaks, and emergencies. Analyzes the content, urgency, and source of inquiries received through the OIDPR emergency email inbox and office phone during business hours to determine appropriate routing and response. Coordinates with CID programs to ensure timely and accurate responses to requests for information (RFIs) from internal and external partners, including CPR, the Medical Health Operational Area Coordinator (MHOAC) system, CDPH Duty Officers, and the Centers for Disease Control and Prevention (CDC). Provides customer service, consultation, and technical assistance for requestors, ensuring professional and responsive communication. Evaluates and updates SOPs to improve triage workflows and ensures alignment with current emergency response protocols.

25% CID Duty Officer of the Day (DOD) Program Support

Provides programmatic and logistical support for the CID Duty Officer of the Day (DOD) Program. Coordinates and maintains the DOD program schedule, facilitates weekly transitions

between the on-call volunteers, and ensures readiness of program equipment and materials, including cell phones, pagers and printed procedures at both the Sacramento and Richmond headquarters. Partners with the CID DOD Program Coordinator to collect, analyze and organize program data to evaluate effectiveness and identify opportunities for improvement. Troubleshoots operational issues and recommends solutions to enhance program efficiency and continuity. Ensures the program remains fully staffed and operational at all times. Provides support to other areas of the program as needed, such as contributing to updating volunteer training materials and presentations.

25% **Office Chief Support and Business Operations**

Provides administrative and operational support to the OIDPR Office Chief and Assistant Chief. Coordinates office-wide communications, schedules and facilitates meetings, and other office-wide coordination and staff engagement support. Assists with the planning and implementation of strategic initiatives, including the development of materials for All Staff Meetings and other leadership presentations, and provide other support to the Chief's office as requested. Develops, documents, and updates SOPs for a variety of OIDPR business and program functions. In addition to SOPs, may be responsible for development memorandums of understanding, document approval, communication protocols, and various reports. Serves as an OIDPR Business Operations and Support Section's (BOSS) logistical liaison for the Richmond Campus. Researches, drafts, and prepares written correspondence for Assistant Office Chief and Office Chief that includes but is not limited to reports, forms, and other writing assignments using clear, accurate and professional writing/communication. Interprets departmental policies and collaborates with OIDPR and other CDPH management and staff to develop and improve procedures. Builds subject matter expertise in CDPH systems and tools in order to provide technical assistance on ways to improve efficiencies in business operations, workflows, and report development. Travels regularly to the Sacramento or Richmond headquarters to support in-person coordination of office activities.

15% **Emergency Planning and Preparedness**

Participates in emergency planning and preparedness activities as a member of the OIDPR Planning, Preparedness, and Evaluation (PPE) Section. Supports the planning and facilitation of PPE Section meetings and contributes to infectious disease emergency preparedness and response efforts. Provides back-up programmatic support to the Advanced Planning Coordinator, including CID staff emergency training and exercise coordination and facilitating after action reporting, when requested. Completes trainings in emergency preparedness and the incident command system (ICS). During an infectious disease emergency activation, may activate to fulfill emergency response roles applicable to the position's classification level and skill set. Occasional travel to the Sacramento or Richmond CDPH headquarters or other locations in California may be required to fulfill special trainings or attend meetings with CPR partners.

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 Pkwy Richmond, CA 94804

Region IV	Alpine, Amador, Calaveras, El Dorado, Placer, Sacramento, San Joaquin, Stanislaus, Tuolumne, Yolo	Sacramento 1616 Capitol Avenue Sacramento, CA 95814
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Marginal Functions (including percentage of time)

5% Completes trainings, participates in professional development activities, and performs other duties as required/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: 10/23/2025

DUTY STATEMENT

Employee Name:	Position Number: 580-465-5157-XXX
Classification: Staff Services Analyst	Tenure/Time Base: Permanent / Full-Time
Working Title: OIDPR Triage Coordinator	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 / Office of Infectious Disease Preparedness Response	Branch/Section/Unit:

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 supporting the readiness of the Department for emergency response by triaging urgent infectious disease-related information and requests and helping to ensure 24/7 access to infectious disease subject matter expertise.

Under the supervision of the Assistant Office Chief, the Staff Services Analyst (SSA) serves as the Triage Coordinator for the Center for Infectious Diseases (CID) Office of Infectious Disease Preparedness and Response (OIDPR). The SSA supports the Department's emergency readiness by assisting with the triage of urgent infectious disease-related information and requests and helping

to ensure 24/7 access to infectious disease subject matter expertise. Under supervision, the SSA will rapidly disseminate urgent information, inquiries, and requests related to infectious disease situational updates, outbreaks, threats, or emergencies to the appropriate contacts within CID. The SSA also provides administrative and logistical support for the CID Duty Officer of the Day (DOD) Program, including coordination of weekly volunteer handoffs. The incumbent supports the OIDPR Office Chief and Assistant Office Chief by assisting with meeting coordination and facilitation; developing presentations and slide decks; gathering information to support report writing; providing technical assistance on the application of new systems and tools (e.g., AI CoPilot, SharePoint) to improve business operation efficiencies; helping to identify, coordinate, and implementing process improvements for the Office; and supports the development and maintenance of standard operating procedures (SOPs) and other office documentation.

In the case of a public health emergency, this position may be asked to redirect to serve rotations in emergency staffing roles aligned with their classification level.

This position requires occasional statewide travel based on operational needs and public health emergency response demands. Travel may include visits to the CDPH headquarters in Sacramento or Richmond and other locations throughout California to support program coordination, emergency preparedness efforts and business operations.

The SSA classification is distinguished from the Associate Governmental Program Analyst/ Associate Health Program Advisor classification by the scope of responsibility, complexity of work performed, independence of action, decision-making, and level of supervision received. This classification consists of three alternate ranges and as the SSA advances within the classification ranges, their responsibilities are expected to show broader knowledge of the work environment, and organizational and/or departmental requirements while the scope of work increases.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Up to 20% of travel statewide may be required per month
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

30% Infectious Disease Triage Coordination

Assists with coordination between the Center for Preparedness and Response (CPR) and CID by monitoring and triaging incoming communications related to infectious disease threats, outbreaks, and emergencies. Under supervision, reviews the content, urgency, and source of inquiries received through the OIDPR emergency email inbox and office phone during business hours to help determine appropriate routing and response. Coordinates with CID programs to support timely and accurate responses to requests for information (RFIs) from internal and external partners, including CPR, the Medical Health Operational Area Coordinator (MHOAC) system, CDPH Duty Officers, and the Centers for Disease Control and Prevention (CDC).

Provides customer service and technical assistance for requestors, ensuring professional and responsive communication. Assists in reviewing and updating SOPs to support triage workflows and ensure alignment with current emergency response protocols.

25% CID Duty Officer of the Day (DOD) Program Support

Provides programmatic and logistical support for the CID Duty Officer of the Day (DOD) Program. Assists in coordinating and maintaining the DOD program schedule, facilitates weekly transitions between the on-call volunteers, and helps ensure readiness of program equipment and materials, including cell phones, pagers, and printed procedures at both the Sacramento and Richmond headquarters. Supports the CID DOD Program Coordinator in collecting, organizing, and assisting with the analysis of program data to evaluate effectiveness and identify opportunities for improvement. Assists in troubleshooting operational issues and may recommend solutions to enhance program efficiency and continuity. Provides support to other areas of the program as needed, such as contributing to the update of volunteer training materials and presentations.

25% Office Chief Support and Business Operations

Provides administrative and operational support to the OIDPR Office Chief and Assistant Chief. Assists with coordinating office-wide communications, scheduling and facilitating meetings, and supporting office-wide coordination and staff engagement activities. Assists with the planning and implementation of strategic initiatives, including helping to develop materials for All Staff Meetings and other leadership presentations. Supports the development, documentation, and updating of SOPs for a variety of OIDPR business and program functions. May assist in preparing memorandums of understanding, document approvals, communication protocols, and various reports. Serves as a logistical liaison for the Richmond Campus. Researches, drafts, and prepares written correspondence for the Assistant Office Chief and Office Chief, including reports, forms, and other writing assignments using clear, accurate, and professional communication. Assists in interpreting departmental policies and collaborates with OIDPR and other CDPH staff to support the development and improvement of procedures. Builds subject matter knowledge in CDPH systems and tools to provide technical assistance on improving efficiencies in business operations, workflows, and report development. Travels regularly to the Sacramento or Richmond headquarters to support in-person coordination of office activities.

15% Emergency Planning and Preparedness

Participates in emergency planning and preparedness activities as a member of the OIDPR Planning, Preparedness, and Evaluation (PPE) Section. Supports the planning and facilitation of PPE Section meetings and contributes to infectious disease emergency preparedness and response efforts. Provides back-up programmatic support to the Advanced Planning Coordinator, including CID staff emergency training and exercise coordination and facilitating after action reporting, when requested. Completes trainings in emergency preparedness and the incident command system (ICS). During an infectious disease emergency activation, may activate to fulfill emergency response roles applicable to the position's classification level and skill set. Occasional travel to the Sacramento or Richmond CDPH headquarters or other locations in California may be required to fulfill special trainings or attend meetings with CPR partners.

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

Regions

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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% Completes trainings, participates in professional development activities, and performs other duties as required/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: 10/23/2025