

PROPOSED
Department of Health Care Access and Information
Duty Statement

Employee Name Vacant	Organization Office of Information Services Healthcare Analytics Branch Outreach and Engagement Unit	
Position Number 441-610-8338-XXX	Location Sacramento	Telework Option Hybrid
Classification Health Program Specialist I	Working Title Data Information Services Liaison	

General Description Under the general direction of the Staff Services Manager II, Healthcare Analytics Branch within the Office of Information Services (OIS) Outreach and Engagement Unit, the Health Program Specialist I (HPS I) functions as a highly skilled specialist working as the team lead with a portfolio of external stakeholders to conduct outreach and evaluation of programs to align the Department of Healthcare Access and Information (HCAI) data collection, data analysis, and data product development and dissemination with stakeholder activities. The incumbent is responsible for serving as the team lead in coordinating the healthcare analytics data product releases. The incumbent is also responsible for acting as a user experience specialist for the related product development. With general direction and working both independently and cooperatively with others, the incumbent plans and carries out assignments in a lead role to achieve objectives.	
Supervision Received	Under general direction, incumbent reports to the Staff Services Manager II, Outreach and Engagement Unit.
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Requires use of computing devices and phones, frequent face-to-face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department, occasional travel and overnight stays to training/conferences or the Los Angeles field office may also be required, and work hours may deviate from core business hours based on the service requirements of the Department.
Job Duties	

E = Essential, M = Marginal

40%	E	Serve as the team lead and provide direct services in coordinating and presenting product analytics, key performance indicators, and dashboards. Analyze product and engagement data, business intelligence data, and make evidence-based recommendations for future product topics, tools, and resources in response to evaluation findings. Coordinate and report on all product releases. Serves as an associate subject matter expert for web products, including but not limited to hospitalization, financial, claims, and encounter data. Provides technical assistance to both internal and external data users as a subject matter expert. Manage and maintain product inventory, product improvement, and product business intelligence tools. In a Department and Branch liaison role, participate in product governance, web governance, and digital services engagement governance groups.
25%	E	Participate in collaborative efforts with program staff across HCAI, the HCAI web team, information technology staff, OIS management and the Director's Office. Develop tools to engage stakeholders for feedback on usability of Data and Reports webpage for data products and apply industry best practices to define how data products are presented and how users will interact with the site. Ensure interfaces meet standard architecture set by the web team and best practices. Serve as the end user to ensure all healthcare analytic product designs are usable, intuitive and conform to industry standards. Provides technical assistance to both internal and external data users as a subject matter expert.
15%	E	Lead, plan and conduct user research testing to validate that data products meet user needs, to look for opportunities to improve the designs and to identify insights into the users' experience. Engage with product users and ensure that their feedback is considered for future improvements. Requires familiarity with or prior knowledge of stakeholder research practices including interviews, focus groups, surveys and usability testing.
15%	E	Maintain knowledge base of product and process standards, user experience methodology and usability standards. Conduct best practice research related to increasing the use and usefulness of data products and make recommendations to management. Actively participate in conferences, meetings, or presentations. Make recommendations for the operations and support of data product development. Assist in the creation and maintenance of standard operating procedures to ensure consistent and efficient workflow
5%	M	Perform other related duties as required.

Other Expectations

- Demonstrate a commitment to performing duties in a service-oriented manner.
- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI's Mission, Vision, and Goals.
- Demonstrate a commitment to HCAI's Core Values and Guiding Principles.

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- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date