

Department of Health Care Access and Information
Duty Statement

Employee Name <Vacant>	Organization Office of Information Services	
Position Number 441-175-7500-XXX	Location Sacramento	Telework Option Hybrid
Classification Career Executive Assignment (CEA) A	Working Title Community Impact Branch Chief & Chief Impact Officer	

General Description

Under general direction from the Deputy Director, the Community Impact Branch Chief is responsible to oversee policy, planning, stakeholder engagement, external communications, and community outreach for HCAI's health information programs. This includes administering legislative affairs and rulemaking functions for the Office of Health Information and overseeing the following community impact focused programs and committees:

- Hospital Fair Billing Program
- Office of the Patient Advocate Program
- Hospital Supplier Diversity Commission
- Hospital Equity Measures Advisory Committee

This is a senior leadership role in the office, with a large degree of independence and autonomy, responsible for formulating and implementing both internal and external policy that have a significant impact on all office programs.

Supervision Received	The Branch Chief receives broad administrative and policy direction from the Deputy Director, under minimal supervision.
Supervision Exercised	The Branch Chief supervises one Staff Services Manager III and one Assistant Chief Counsel.
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

30% E

Branch Management and Administration

Plan, direct, and oversee a comprehensive program for policy, planning, stakeholder engagement, and communication to using HCAI data, evidence, and transparency to further community impact through HCAI programs. These roles and functions are administered in support of all office branches and organizational units, and in close coordination with all HCAI program areas, legislative affairs, public affairs, and the Director's Office. Evaluate the performance of management and staff to ensure acceptable job performance; work with each subordinate unit to develop required skills and core competencies to achieve program performance objectives. Assign projects and delegate responsibilities as needed; monitor and evaluate the performance of subordinate units in the section. Coordinate, review, and approve all section administrative matters including, but not limited to, personnel actions, contracts, budgets, training plans, and purchase requests. Design and implement plans to develop and oversee subordinate units in supported and approved methods, in compliance with all HCAI and State of California policies and procedures and the HCAI Strategic Plan. Employ approved methods to recognize and promote exceptional individual performance and teamwork.

20% E

Strategic Planning and Portfolio Management

Proactively plan, organize, direct, and implement programs, projects, policies, strategies, and oversight controls that support and advance the HCAI mission, goals, and objectives and result in effective, efficient, and sustainable government services and use of HCAI data, evidence, and transparency to further community impact through HCAI programs. Continuously align office operational objectives with the HCAI Strategic Plan and prioritize appropriately across the office. Evaluate internal and external opportunities and other factors—including service design, stakeholder sentiment, enterprise capabilities and resources, standards, and statewide health care policy and strategic initiatives—to achieve HCAI's highest priority strategic objectives for community impact.

Responsible for oversight and management of the office's portfolio of strategic projects. Manage the portfolio as a primary tool for strategic alignment, ensuring delivery to clients; resource allocation; and effective project management, oversight, standards compliance, and reporting to control agencies. Responsible for oversight and management of the office's portfolio of performance management measurements. Manage the measurement portfolio as a decision-making tool to assess how office functions and services perform in advancing strategic goals through key performance indicators; employ techniques and tools to measure performance across projects and key functional areas; ensure performance measurements are transparent and accessible; foster a culture of performance and accountability.

Represent the Deputy Director at the HCAI Executive Level, proactively building relationships with HCAI executive staff and the Director's Office to administer the strategic planning and portfolio management program. Represent the Deputy Director with representatives of the California Health and Human Services (CalHHS), Department of Finance, legislative staff, and other stakeholders.

Represent topics of, and ensure, diversity, equity, and inclusion are integrated into office planning considerations; coordinate and collaborate with the HCAI Chief Equity Officer to ensure adoption of an Equity Action Plan into office policies and projects; and integrate equity into strategic goals and key performance indicators.

20% E

Policy Administration

Oversee and administer all aspects of division-wide policy analysis, development, implementation, and oversight. Proactively perform regular environmental scans of California legislation, Federal legislation, and other policies impacting office programs; formulate, analyze, and make recommendations to office senior management to support program administration and strategy; monitor implementation.

Responsible for promulgation of regulatory changes and analyses of pending legislation that impact office programs. Oversee legislative analysis, budget change proposals, and other policy analysis and development. Design, develop, implement, and monitor new programs, and changes to existing programs, to meet new legislative mandates and requirements, working in collaboration with office program managers and other HCAI offices. Plan and organize program development as part of office's enterprise portfolio, to achieve both strategic alignment with department priorities as well as the effective allocation of enterprise resources.

Act as the office liaison for legislative and budget inquiries, in coordination with HCAI Legislative Affairs, between office and legislative affairs representatives from other departments, industry associations, healthcare entities, and special interest advocates. As requested, represent office before other governmental agencies in legislative and budget matters related to the office.

20% E

Stakeholder Engagement and Communications

Establish and maintain positive relationships with external stakeholders as clients as well as office division management, executive staff, and other key internal stakeholders. Proactively resolve and address critical issues with clients and stakeholders.

Responsible for effective external office communications. Work with all office program areas to design, vet, and publish external content that is accessible and understandable by office stakeholders, clearly communicates complex topics, and promotes government and data literacy with the public. Drive effective alignment of

content, design, and other external communication elements to ensure office products and services are appropriately marketed to, and effectively utilized by, clients. Coordinate with office staff to ensure quality of external communication products. Proactively collaborate with HCAI public affairs on social media and other campaigns that can help the office achieve its strategic objectives.

Oversee administration of office public committees and meetings. Maintain positive relationships with committee members. Coordinate with division program staff, and other stakeholders to ensure successful outcomes. Responsible for ensuring meetings are accessible for public participation, including ensuring the appropriate and effective management of public meetings, materials, public notices, and webpages under the Bagley-Keene Open Meeting Act and in compliance with government accessibility requirements.

Act as the office liaison for press and communication inquiries, in coordination with HCAI public affairs, between the office and external affairs representatives from other departments, industry associations, healthcare entities, community partners, advocates, and other special interest groups. As requested, represent office before the public in matters related to the office.

5% E **Administrative and Management Services**

Represent the Deputy Director and oversee division program management and administrative matters, including contracts, budgets, and personnel issues. Ensure office budgets and funds operate and are aligned with office and department strategies and priorities. Proactively monitor and make recommendations to division leadership about issues that may impact service delivery across the enterprise.

5% M Perform other related duties as required.

Other Expectations

- Demonstrate a commitment to performing duties in a service-orientated manner.
- Demonstrate a commitment to following best practices and applying office-wide standards throughout the organization.
- Demonstrate the ability to establish and maintain priorities, successfully complete work assignments and meet deadlines as required.
- Show initiative in making work improvements, identifying and correcting errors, and initiate work activities.
- Demonstrate the ability to gain and maintain the confidence and cooperation of others.
- 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.
- 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