

DUTY STATEMENT

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| Employee Name: | Position Number: 580-750-8338-909 |
| Classification: Health Program Specialist I | Tenure/Time Base: Permanent/ Full Time |
| Working Title: Quality Improvement Coordinator | Work Location: 850 Marina Bay Parkway Richmond, CA 94804 |
| Collective Bargaining Unit: R01 | Position Eligible for Telework (Yes/No): Yes/Hybrid |
| Center/Office/Division: Center for Laboratory Sciences | Branch/Section/Unit: Laboratory Field Services Branch/ Tissue Banks, Biologics, and Cytology 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 identifying needs and coordinating support services for public health laboratories in local health jurisdictions for the Laboratory Services Branch, of the Center for Laboratory Sciences.

The Health Program Specialist I (HPSI), acting as the Quality Improvement Coordinator (QIC) of the Tissue Banks, Biologics, and Cytology Section (TBBCS), will lead quality improvement initiatives, and support regulatory compliance and performance measurement. The QIC provides expert consultation, modernizes systems and processes, and ensures timely and accurate communication

with regulated entities. Serves as a highly skilled technical consultant to the Section, Branch, and the Center for Laboratory Sciences on the development of innovative tools.

The incumbent works under the direction of the Examiner III, Section Chief of the Tissue Banks, Biologics, and Cytology Section in the Laboratory Field Services Branch.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: 10% may be required for meetings and training within the State
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 35% Leads in planning and implementation of quality improvement initiatives across in state or out-of-state tissue and blood banks, and biologics facilities. Leads the modernization of laboratory surveys, databases, and communication platforms, including the Tissue Banks, Biologics, and Cytology Section (TBBCS) webpage. In collaboration with the Research Data Specialist (RDS) I and II, the QIC will gather, organize, and analyze data and report laboratory data for tissue and blood banks, and biologics facilities in California and out of state. Assist Examiners in reviewing and recommending regulatory actions for non-compliant facilities.
- Modernize surveys, communication platforms, and outreach materials to streamline communications between LFS and the state's public health and clinical laboratories. Coordinates with FDA-registered tissue banks in California to track licensing status and ensure compliance. Collaborates with TBBCS section chief to lead discussions with the Information Technology Services Division (ITSD) in assigned IT projects, including the modernization of applications tracking systems in SharePoint.
- 25% Provides expert consultation to inquiries from tissue bank and biologics applicants and stakeholders via email, phone, and written correspondence on quality standards and regulatory compliance. Provides high level guidance on application requirements, proficiency testing, and regulatory expectations. Leads in conducting outreach to identify facility needs and improvement opportunities. Collaborate with section chiefs to manage and implement improvements to the LFS and Tissue Banks and Biologics SharePoint pages and Tissue Banks and Biologics group email boxes. The QIC will work collaboratively with RDS and various LFS staff to develop and maintain dashboards that support performance measurements, logs and tracks complaints, and strategic planning.
- 20% Functions as a project manager and administrator, when leading TBBCS special projects. Develop and disseminate reports to local health departments, county, state, and federal governments, as needed. Prepares reports for performance measurement,

quarterly/annual summaries, and ad hoc requests. Supports executive-level reporting and translates technical data for broader audiences. The HPSI will use lean methodology to identify learning opportunities and will document and share best practices.

- 15% Assist and provide guidance to the Health Program Specialist I (HPSI) with the drafting of regulations, policies, and legislative analysis. Leads in researching and generating executive level data reports for presentation to Branch and Center for Laboratory Science (CLS). Translate technical jargon and information to ensure readable communications with public health and private health laboratories.

Marginal Functions (including percentage of time)

- 5% Participates in projects assigned by management, attend state and local public health meetings, professional development opportunities, and laboratory related trainings as required. Performs other HPS I job related duties.

☐ 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.)

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| Supervisor's Name: | Date | Employee's Name: | Date |
| Supervisor's Signature | Date | Employee's Signature | Date |

HRD Use Only:

Approved By: TY

Date: 12/9/25