

DUTY STATEMENT

Employee Name:	Position Number: 580-860-4801-001
Classification: Staff Services Manager II	Tenure/Time Base: Permanent/Full-time
Working Title: Section Manager	Work Location: 1516 Capitol Ave., Sacramento, CA 95814
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Licensing and Certification Division	Branch/Section/Unit: Centralized Applications Branch/Non-Long Term Care 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 being responsible for the day-to-day supervision and management of a Section. The Section is responsible for the review, analysis, and evaluation of requests for state licensure, Medicare and/or Medi-Cal certification, change of ownership, and other report of change request data submitted by facility providers for Department approval, providing information and consultation to program management and facility providers.

The incumbent works under the general direction of the Staff Services Manager III (SSM III).

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 40% Supervise, manage, and direct workload priorities for the Section in the review, analysis, and evaluation of requests for Initial state licensure, Medicare and/or Medi-Cal certification, change of ownership, and all report of change request from providers representing over 31 facility/provider types. Evaluate data metrics to determine and monitor section workload priorities and performance on timeliness and volume of application processing. Review and apply state and federal laws and regulations to determine provider disclosure requirements relative to the application process. Develop and review correspondence to providers to ensure all requests for information and data are accurate and necessary. Assist with the development and implementation of the on-line application system. Make recommendations to upper management and provide guidance to the Staff Services Manager Is (SSM Is) and Center for Health Care Quality (CHCQ) district office managers regarding inquiries from the public, providers, stakeholder groups, and other state departments. Provide guidance to SSM Is for continuous quality improvement in customer service and program efficiencies. Assist in preparation of special reports; participate in CHCQ management projects, and other support activities for CHCQ management.
- 25% Provide supervision and support to the SSM Is on personnel, staff development, and other issues as they arise. Train and/or make presentations to stakeholders and other CHCQ staff on the application and licensing process upon request. Assist with drafting procedures, job aids, process flows, and template letters for branch staff. Provide consultation to the Public Policy & Prevention Division on application processes as needed to thoroughly evaluate proposed legislative or regulatory changes. Provide consultation to other CHCQ interactive divisions as necessary. Review and approve resource material for stakeholders regarding the application process.
- 20% Review high priority compliance histories and meet and confer with upper management and legal regarding high level compliance issues. Delegate, review, and approve “denial letters” to providers for lack of compliance with the state and federal laws and regulations. Work closely with the Office of Legal Services in the preparation of response to providers whose applications are denied based on non-compliance. Coordinate the preparation for appeal hearings as necessary. Provide subject matter expertise in the application process and respond to inquiries from the public, legislature, advocacy groups, providers, and media.

- 10% Prepare annual staff performance and probation reports as necessary. Review and approve time sheets, etc. Arrange for staff development and training. Conduct hiring interviews, complete hiring packages, and other personnel actions as necessary.

Marginal Functions (including percentage of time)

- 5% Attend meetings to represent the program and act on behalf of the branch chief on application topics in the branch chief's absence. Review and approve applications, licenses, and compliance histories upon SSM I absence. Attend regular meetings with immediate SSM III to discuss section activity. Perform other work-related duties as necessary.

☐ 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: Edwin Astorga

Date: 6/26/2023