

DUTY STATEMENT

Employee Name: Vacant	Position Number: 580-405-4800-003
Classification: Staff Services Manager I / Supervisor I	Tenure/Time Base: Permanent / Full-Time
Working Title: Unit Chief	Work Location: 1616 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Infectious Diseases/Office of AIDS	Branch/Section/Unit: AIDS Drug Assistance Program Branch/ Eligibility Operations Section/ Eligibility Unit 3

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 AIDS Drug Assistance Program (ADAP) which provides medication and health insurance premium payment assistance to eligible individuals living with HIV who cannot afford them.

The Staff Services Manager I (SSM I) of the Eligibility Unit 3 is responsible for the overall administration, development and implementation of the unit's activities, including fiscal oversight and program operations. The SSMI works with staff to develop and implement standards for operation, evaluates program effectiveness and provides technical assistance. Interacts with various levels of government, community-based HIV care and treatment providers, and other public and private stakeholders. Provides expert policy, programmatic and fiscal recommendations to the AIDS Drug Assistance

Program (ADAP) Section Chief; and is responsible for handling the most complex and/or sensitive assignments within the unit.

The incumbent works under direction of the Staff Services Manager (SSM) II (Supervisory), Chief of the Eligibility Operations Section.

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)

- 30% Supervises, monitors, and oversees work activities and monitors staff responsible for reviewing ADAP applications for new and existing ADAP clients including clients enrolled in ADAP's insurance assistance programs, including analyzing applications and verifying client eligibility. Ensures applicants are appropriately screened for other third-party payers prior to enrollment. Ensures staff accurately analyze and review ADAP applications and process insurance assistance programs applications timely. Ensures adequate training of staff and enrollment workers and oversees the monitoring of enrollment systems and enrollment sites to ensure that eligible clients are served in a timely manner. Coordinates with local health jurisdictions, agencies, and enrollment sites to facilitate enrollment of eligible clients into ADAP including insurance assistance programs. Provides oversight of reporting on enrollment site visits, responding to client phone calls, working with local ADAP coordinators and enrollment workers. Serves as a subject matter expert and advises and collaborates with OA's management team, ADAP advisors, community stakeholders, HIV/AIDS advocates, state and federal staff, and healthcare providers in the areas of federal Ryan White Program requirements and health and safety code pertaining to ADAP.
- 25% Leads program implementation and ADAP Enrollment System changes initiatives including the development of standard operating procedures, policy development and integration, and coordination with ADAP contractors and internal and external stakeholders. In conjunction with the ADAP contractors, ensures that ADAP clients receive appropriate, high-quality enrollment, pharmacy and insurance benefits management services. Works with the two other Eligibility Units and the ADAP contractors to solve any problems associated with service delivery, enrollment, and provisions of accurate data.
- 20% Directly manages unit personnel, approves attendance and leave, conducts annual staff performance appraisals, initiates and approves staff training and development plans. Develops, and updates staff duty statements, oversees recruitment and hiring, ensures training and staff competency, provides coaching, mentoring, guidance and direction to all staff. Applies utilize the progressive discipline process as appropriate. Facilitates and participates in Eligibility Unit staff meetings, Office of AIDS (OA) Management Team Meetings, monthly enrollment worker calls,

stakeholder calls, local planning council calls, and teleconferences with major health insurance plans. Represents OA at conferences, external meetings, and with advocate groups.

- 15% Collaborates and coordinates with the other Eligibility Units to develop strategic work , goals and objectives to ensure staff aligns with departmental state and federal guidelines. Leads efforts to update or create ADAP processes, policies, procedures, and guidelines. Ensures client eligibility requirements are clearly communicated and monitored to the network enrollment workers and advisors. Leads various work groups implementing new, or revised program policies and procedures.

Marginal Functions (including percentage of time)

- 5% Responds to inquiries from the OA Division Chief, the Department Director's Office, the California Health and Human Services Agency, the Governor's Office, the legislature, advocacy organizations, local AIDS program providers, and individuals living with HIV/AIDS.
- 5% Serves as the Acting Chief of the Eligibility Operations Section when required. Performs other job-related duties as required.

☐ 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: E.L

Date: 12/16/2025