

☐ Current  
☒ Proposed

Civil Service Classification: Nurse Evaluator III, Health Services  
Working Title: Community-Based Adult Services Nursing Operations Supervisor  
Division Branch Name: Division of Home and Community Living/Health at Home Branch  
Incumbent: Vacant  
Position Number: 797-715-8145-001  
Effective Date:  
Conflict of Interest (COI): Y  
FLSA Status: Non-Exempt  
CBID: S17  
Tenure: Permanent  
Time Base: Full-Time

You are a valued member of the department's team. All California Department of Aging (CDA) employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA, and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

## **DESCRIPTION:**

Under the direction of the Community-Based Adult Services (CBAS) Nursing Operations (NOPs) Section Chief (Nurse Evaluator IV, Health Services), the Nurse Evaluator III, Health Services (NE III Supervisor) oversees a team of Nurse Evaluator IIs, providing clinical supervision, daily operational guidance, and training. The NE III Supervisor ensures the team conducts effective surveys of CBAS providers, enforces certification standards, and evaluates clinical findings in alignment with state and federal requirements, including the 1115 Medicaid Demonstration Waiver. This role collaborates with internal leadership and external partners to support quality assurance, process improvement, and regulatory compliance. The incumbent uses strong clinical judgment, supervisory skills, and analytical expertise to support participant health and safety through effective oversight of care plan development and implementation.

## **ESSENTIAL JOB FUNCTIONS:**

#### 40% Supervision and Training

Monitors and evaluates the quality of work and productivity of assigned NE IIs by reviewing deliverables, travel logs, and clinical documentation to ensure compliance with departmental performance standards. Conducts meetings with staff and evaluates staff performance. Provides training to CBAS Program nursing staff including assessing training needs related to day-to-day operations and work functions for identifying the delivery of services appropriate to participants' needs. Participates with the CBAS NOPs Section Chief in the development and provision of training CBAS staff (nurses and analysts) to carry out and inform impacted staff on the implementation of CBAS clinical-related policies and procedures.

Delegates assignments and projects to NE IIs in support of technical assistance, survey planning, policy development input, Peach Portal updates, collection of information to complete CBAS center reports and implement innovative practices.

Performs various supervisory responsibilities such as personnel recruitment, travel/travel expense claims approval, completion of timely staff evaluations and performance appraisals, hiring and training, conducts unit meetings, identifies goals, objectives, and priorities, and maintains adherence to personnel policies within CDA and the NOPs Section. Provides coaching and mentoring opportunities by maintaining open lines of communication and offers written and verbal feedback on work products and overall performance.

#### 25% Oversight of CBAS Survey Monitoring and Reports

Provides direct oversight on the CBAS survey process for nursing staff on center certifications and recertifications by reviewing survey schedules, assisting with clinical evaluation techniques and ensuring adherence to 1115 Waiver requirements. Updates written report protocols, reviews and approves SODs and makes recommendations to the Branch Chief in collaboration with the NOPs Section Chief to include program expertise in final report templates and tools. Creates and maintains a tracker on status of reports in coordination with the CBAS Field Operations Section and Field & Policy Support Section Teams. Reviews and edits the NE IIs SODs prior to advancing to sister sections for action. Identifies when a higher level of review or input is needed by the Branch Chief or NOPs Section Chief prior to granting final approval of SODs. Demonstrates adaptability to stay abreast of center status to support staff. Reviews, provides feedback and updates Peach Portal entries to track center actions and activities. Assesses staff workload and center operations for compliance with 1115 Waiver Program requirements. Reviews and analyzes findings, notes and documentation submitted by the NE IIs in SODs and in the Peach Portal. Edits SODs submitted by NE IIs to ensure quality, accuracy, and completeness, and uses this feedback process to mentor staff and strengthen their report-writing skills.

#### 20% Policy, Procedures, Regulations and Other Program-related projects:

In collaboration with other CBAS team members (NE IIs, analysts and leadership), works to improve policies and procedures including but not limited to: review tools, checklists, templates, boilerplate language, written communications, and best practices. Develops, implements, and manages policies and procedures related to SOD reports, new center monitoring functions, and technical assistance.

Assists in the development of All Center Letters to ensure they include, as applicable, policy and procedures overseen by center clinical staff.

**10% Training Development and Communications**

Aids with the development of training materials for internal and external use for the CBAS program and nursing operations by collaborating with other CBAS sister sections or CDA colleagues. Develops and contributes to various trainings via various modalities (e.g., web-based, in person, shadowing, virtual sessions, etc.) used to onboard and develop staff or train center staff on new and updated processes. Use web-based platforms, PowerPoints, CDA-approved recorded videos, etc. to train, inform and share policies with CBAS staff, internal and external stakeholders.

Creates, improves and expands communication within the aging network to ensure consistency within department, division and section in support of department goals and objectives. Represents NOPs at meetings, workgroups or committees for CBAS clinical-related issues. Provides analysis/input in coordination with the NOPs Section Chief on proposed legislation to determine program impact.

**MARGINAL JOB FUNCTIONS:**

5% Performs other job-related duties, special assignments, and projects as required to fulfill the mission, goals, and objectives of the CBAS Program.

**TRAVEL:**

20% Travel related to consultative and monitoring responsibilities:

Travel to and from local CBAS center locations for survey monitoring and technical assistance, training and support; attend trainings or conferences or other events related to the CBAS Program.

**TYPICAL WORKING CONDITIONS:**

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

**EQUAL EMPLOYMENT OPPORTUNITY:**

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

**To be reviewed and signed by the supervisor and employee:**

**SUPERVISOR'S STATEMENT:**

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

---

**Supervisor's Signature and Date**

---

**Supervisor's Name and Title**

**EMPLOYEE'S STATEMENT:**

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

---

**Employee's Signature and Date**

---

**HUMAN RESOURCES BRANCH USE ONLY:**

- ☐ Duties meet class specification and allocation guidelines.
- ☐ Exceptional allocation, STD 625 on file.

Analyst initials: \_\_\_\_\_ Date Approved: \_\_\_\_\_

Revision Date (if applicable): \_\_\_\_\_