

**DUTY STATEMENT**  
DSH3002 (Rev. 11/2022)



California Department of  
**State Hospitals**

*Box reserved for Personnel Section*

	<b>RPA #</b>	<b>C&amp;P Analyst Approval</b>	<b>Date</b>	
<b>Employee Name</b>	<b>Division</b> Technology Services Division			
<b>Position No / Agency-Unit-Class-Serial</b> 461-105-1404-001	<b>Unit</b> Electronic Health Record			
<b>Class Title</b> Information Technology Supervisor II Working Title: Organization Change Manager	<b>Location</b>			
<b>Subject to Conflict of Interest</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>CBID</b> <b>S01</b>	<b>Work Week Group: E</b>	<b>Pay Differential</b>	<b>Other</b>
<b>Briefly (1 or 2 sentences) describe the position's organizational setting and major functions</b> Under general direction of the Program Director, CEA Level A, the Information Technology Supervisor II (ITSUP II) is responsible for organization change management (OCM) activities under the purview of the Electronic Health Record (EHR) Project. The ITSUP II will guide OCM activities related to IT Project Management including, but not limited to: Communications Management, Planning, Portfolio Management, Process Engineering/Re-engineering, Scope Management, Stakeholder Management, and Time/Schedule Management. The IT SUP II plans, organizes, and directs the day-to-day activities of the OCM Specialist team located at the Department of State Hospitals (DSH) five hospital locations and ensures consistent application of OCM methodologies across the enterprise. The IT SUP II is responsible for the development and coordination of OCM deliverables, overseeing implementation of OCM strategies, and ensuring high-quality, timely and accurate work products of standardized methods and procedures for the efficient and prompt handling of all organizational changes in order to minimize the impact of change upon DSH service quality.				
<b>% of time performing duties</b>	<b>Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary).</b>			
30%	Provides leadership and strategic direction to the Organizational Change Management (OCM) team to ensure project and strategic organizational objectives are accomplished through effective OCM. Provide high-level expertise and directs staff who will perform duties of the OCM methodology in alignment with the California Project Management Methodology (CA-PMM), Project Management Body of Knowledge, and DSH's Strategic Plan. Plans, directs, and oversees highly visible, critical change management initiatives for the EHR project and in support of DSH business operations, transformation, and modernization. Responsible for the development of OCM implementation plans with System Integrators to communicate changes on systems and processes to the department, delivering successful adoptions and ongoing operations of DSH's desired goals and objectives.			
25%	Oversees the design, development, and management of EHR change management project documents including, but not limited to, plans, policies and procedures, manuals, training materials, status reports, meeting agendas,			

	<p>action items, decision logs, and schedules. Coordinates development, implementation, and maintenance of templates used for organizational change management activities to incorporate changes on evolving processes. Responsible for Change Network Plans and efforts to mitigate project related risks and issues and removes barriers so that IT activities can be performed effectively and completed in a timely manner. Effectively identifying and mitigating resistance to organization change efforts.</p>
20%	<p>Oversees the coordination of change management deliverables and timelines serving as the subject matter expert for various change management activities. Responsible for coaching and communications up to the Executive Level on OCM policies and procedures. Guides the development and update of change management processes, procedures, practices, and standards to provide guidance and expertise to team members and other staff. Responsible for business process evaluation and analysis and the subsequent design and implementation of continuous business process improvements to improve process efficiency and effectiveness. Actively provides leadership to ensure post-implementation reviews, investigation of issues arising out of change implementation and recommendations for improvements to drive continuous improvements to the quality and efficiency of the change management process.</p>
20%	<p>Serves as primary Change Management Liaison for the EHR Project and provides expertise and support in the utilization of the project management and OCM toolset, enabling enterprise access to OCM schedules, risks and issues, change control, dashboard reporting, and other project artifacts. Communicates and collaborates with both business and IT stakeholders and presents project updates to directorate and control agency level executive management. Communicates with sponsors and stakeholders regularly to effectively manage all change management levels and adjust as necessary. Escalates risks and issues to project leadership and executive management to ensure timely resolution. Develops, implements, and executes a metrics-based strategy to deliver business value through successful OCM delivery. Oversees OCM milestones and deliverables and updates project Share Point and other project related spreadsheets and reports.</p>
5%	<p>Performs other IT Supervisor II job-related work as directed by management.</p>
Working Conditions	<p>A hybrid Telework schedule, consistent with the State of California's in-office requirement, may be considered with prior approval from management. The incumbent may also be required to travel throughout California as needed, with prior notice.</p> <p>If incumbent works at a hospital, this position requires clearances of Live Scan and Medical Evaluation prior to being hired.</p> <p>Independence of action and the ability to manage time and multiple priorities is required.</p> <p>Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may be required to sit for long periods of time using a keyboard and video display</p>

	terminal or when traveling to other locations; travel may be required to DSH facilities.
Other Information	<p>Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.</p> <p>The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. Incumbent must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully, and professionally; and must be able to work independently. The incumbent must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and control agencies and other departments.</p> <p>The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. Additionally, the TSD team will have access to and responsibility for the protection of very sensitive and confidential information and protected health information.</p> <p>The TSD plays a significant role in ensuring continuity and quality of DSH's and its hospitals and psychiatric programs delivery of services and patient care through the delivery of highly effective IT service delivery systems. Consequence of error may result in minor to major IT service unavailability or ineffectiveness, causing direct impacts to the delivery of care to DSH patients. A required function of this position is to consistently provide exceptional customer service to internal and external customers.</p> <p><b><u>Statement of Economic Interests / Form 700 Requirements:</u></b>  The Political Reform Act requires employees who serve in this position to file a Statement of Economic Interest (Form 700) as designated in the department's conflict-of-interest code. Your Form 700 is due within 30 days of assuming office/position, annually, and within 30 days of leaving office/position. The annual Form 700 due date is determined by the Fair Political Practices Commission and is generally due on or about April 1 of each year. The statements must be submitted to the Sacramento Filing Officer. These statements are public access documents. You will receive reminders from the Sacramento Filing Officer regarding completion of the statements; however, it is your responsibility to ensure you are compliant with all regulations and requirements. For additional information regarding the Statement of Economic Interests or regulations, please contact the Sacramento Filing Officer.</p>

**Ethics Training and Compliance:**

Pursuant to Assembly Bill 3022 and Government Code 11146.4, employees required to file a Form 700 Statement of Economic Interests must complete an Ethics orientation training course within six months of assuming a Form 700 designated position, and every two (2) years thereafter, by December 31 of each even numbered year. The Ethics training governs the official conduct of state officials. You will receive reminders from the Sacramento Filing Officer regarding completion and documentation of the training; however, it is your responsibility to ensure you are compliant with the required training. Your Ethics training record and certificates of completion are public access documents. For additional information regarding the Ethics training and regulations regarding this requirement, please contact the Sacramento Filing Officer.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Incumbent will be held accountable for maintaining the program expenditures within budgeted allocations and to use funds for proper needs while tracking and reporting expenditures to ensure fiscal transparency and accountability.

I have read and understand the duties listed above and I certify that I can perform these duties and the essential functions of this position with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date