

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

**Vacant**

CLASSIFICATION: Analyst II	POSITION NUMBER: 814-5393-720
DIVISION/BRANCH/REGION: <i>(UNDERLINE ALL THAT APPLY)</i> Community Care Licensing Division- Central Operation Branch	BUREAU/SECTION/UNIT: <i>(UNDERLINE ALL THAT APPLY)</i> Centralized Complaint and Information Bureau
SUPERVISOR'S NAME: Tene Lancaster	SUPERVISOR'S CLASS: Supervisor I

## SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

Designated under Conflict of Interest Code.

Duties require participation in the DMV Pull Notice Program.

Requires repetitive movement of heavy objects.

Performs other duties requiring high physical demand. *(Explain below)*

None

Other *(Explain below)*

Subject to fingerprinting and criminal record clearance by DOJ/FBI

I certify that this duty statement represents an accurate description of the essential functions of this position.	I have read this duty statement and agree that it represents the duties I am assigned.
SUPERVISOR'S SIGNATURE	DATE

## SUPERVISION EXERCISED (Check one):

None       Supervisor       Lead Person       Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

## MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division to promote the health, safety, and quality of life of each person in community care through the administration of an effective and collaborative regulatory enforcement system.

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## **CONCEPT OF POSITION:**

The Analyst II at the Centralized Complaint and Information Bureau (CCIB), within the Community Care Licensing Division (CCLD) reports to a Supervisor I (Sup I). This is the full journey level analyst class. Under direction, the Analyst II performs the more complex technical analytical work related to complaint intake and other contacts regarding Home Care Organizations and Community Care Licensing facilities that provide care and supervision to children, adults, and seniors who reside or spend a portion of their time in out-of-home care facilities. The Analyst II will be the subject matter expert and will perform duties at the highest skill level. The CCIB Analyst II will act as a lead and assist with mentoring and training new staff.

### **A. RESPONSIBILITIES OF POSITION:**

45% - The Analyst II documents complaints of allegations that fall under the scope and jurisdiction of Title 22 of the California Code of Regulations and sub-sections thereof. The Analyst II records and distributes complaints that are received via telephone, written correspondence or by electronic media. The Analyst II must analyze the information provided and determine if an alleged violation of the Title 22 California Code of Regulations, the California Health and Safety Code, Interim Regulations, County Written Directives or Chaptered Legislation, has occurred. In addition, the Analyst II will be assigned the more complex allegations and provide written correspondence regarding alleged severe neglect, sexual, and physical abuse of clients in licensed facilities. The Analyst II must review, identify and analyze if the suspected abuse occurred in a facility that falls under the jurisdiction of Community Care Licensing (CCL), must timely and accurately research critical information, and document the necessity for the Department to investigate and evaluate if an alleged violation of applicable laws and regulations has occurred. The Analyst II submits the written reports to the appropriate Regional Office for Investigation Branch referrals.

35% - The Analyst II provides assistance and regulatory guidance to licensees, stakeholders and the general public regarding Title 22 of the California Code of Regulations, as they relate to facilities licensed by (CCL). The Analyst II must be able to identify the needs of the caller and evaluate which of the laws and regulations apply to their request. The Analyst II must be able to interpret the laws and regulations that apply to all CCL facilities, and must be able to respond accurately and timely, verbally and in writing to complex inquiries. At the request of the general public, the Analyst II may need to answer questions about the statutory authority regarding the cited deficiencies and explain the process of bringing licensed facilities back into compliance with all applicable laws and regulations. The Analyst II performs these duties at the highest analytical skill.

10% - The Analyst II conducts research of facilities to identify where and to whom a complaint should be routed. The Analyst II utilizes all resources available, including the Licensing Information System, the Field Automation System and the Internet, in order to identify other programs or offices a complaint or incident should be cross-reported to, as well as to direct callers to the appropriate agency in the event the complaint is not under the jurisdiction of Community Care Licensing. The Analyst II must be able to identify the appropriate law enforcement agency to report allegations of suspected abuse and must submit the report within prescribed guidelines. The Analyst II performs these duties at the highest skill.

5% - Training Responsibilities: The Analyst II is responsible for full participation in all training sessions and/or one-on-one training. The Analyst II will assist in training other staff and providing consultation to other staff.

5% - Special projects as assigned. Analyst IIs are assigned progressively more difficult tasks as their competence increases. The Analyst II may participate in divisional or departmental policy development work groups.

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B. SUPERVISION RECEIVED:

The Analyst II is supervised by the Supervisor I. They receive training and general instruction on licensing policy and division goals. Management will monitor the Analyst II and perform probationary and individual development program evaluations on a set schedule and/or as appropriate.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The Analyst II will have regular contact with licensees, facility staff, children, adults and seniors in care, their parents/responsible parties, and the public. They may also have contact with fire marshals, long term care ombudsmen and other client advocates, regional office staff, local law enforcement and personnel from other agencies.

E. ACTIONS AND CONSEQUENCES:

The Analyst II triage information in accordance with Health and Safety codes; they may be first to detect health and safety risks. Failure to complete accurate complaint intake may result in health and safety hazards to clients resulting in neglect, abuse, injury or death, and potential liability to the Department.

F. OTHER INFORMATION:

The Analyst II must possess a valid driver's license and be able to travel occasionally. The Analyst II must have good verbal and written communication skills and be able to maintain composure in stressful situations. Analyst IIs are subject to fingerprinting and a criminal record check by Department of Justice and Federal Bureau of Investigation.