

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Licensing Program Manager I

POSITION NUMBER:

837-8222-005

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Community Care Licensing Division

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

South Sacramento Adult and Senior Care Regional Office

SUPERVISOR'S NAME:

Stephenie Doub

SUPERVISOR'S CLASS:

Licensing Program Manager II

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)*

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

EMPLOYEE'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.

Licensing Program Analyst

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 collaborative regulatory enforcement system.

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**CONCEPT OF POSITION:**

The Licensing Program Manager I (LPM I) is responsible for supervising a unit of three to five Licensing Program Analysts (LPA). The LPM I provides direction to the office and supervise the unit clerks. The LPM I assigns licensing responsibilities to various LPAs, provides direction and technical assistance to the LPA and monitors and evaluates LPA performance. The LPM I reviews staff work to ensure conformity with policies and procedures; holds informal hearings with facility operators; provides consultation and directions to LPAs; and may occasionally be assigned to lead or participate in special projects or task forces related to changes in organization, regulations, policy and procedures.

**A. RESPONSIBILITIES OF POSITION:**

45% Supervises the workload assignments and staff assigned to a geographical area or program.

Performs Quality Assurance reviews by analyzing and monitoring actions of LPAs to ensure conformity to, consistency in, and uniform application of licensing regulations. Makes site visits with LPAs in response to complaints, disagreements or appeals to LPM I for decisions.

Plans and conducts individual and group in-service training to correct performance deficiencies and to explain new procedures, regulations, and policies. Assigns out-service training as needed. Conducts regular staff meetings.

Reviews complaints pertaining to facilities, assigns priorities for each complaint and ensures all complaints are investigated within 10 working days.

Provides technical assistance and managerial direction to LPAs. Communicates regularly with LPAs both individually and through distribution of reports, other written materials, and unit meetings. Provides and plans appropriate LPA training.

Reviews monthly in-take and production reports from LPAs. Analyzes the reports, determines trends and workload fluctuations and backlogs, and proposes and implements corrective actions.

35% Acts as the Regional, Program, Division, or Department representative with other agencies. Meets with the Regional Manager on a regular basis. Receives and responds to telephone calls from the public.

10% Interviews applicants to recruit new LPAs, handles issues dealing with staff relations, evaluates LPA performance and prepares Merit Salary Adjustments and other related personnel matters. Prepares Employee Development Appraisals and performance reports.

5% Meets with Division investigators, auditors, and attorneys to discuss cases that are being prepared for administrative action. Provides technical guidance to LPAs in developing referrals to the Legal Division. Meets with facility operators at informal conference to discuss violations of licensing statute regulations. Reviews civil penalty citations for accuracy and recommends modification or enforcement action to the Regional Manager. Provides technical assistance in Small Claims action.

5% Attends staff meetings, makes presentations, prepares special reports, completes special assignments, travels to other offices and community care facilities, develops office procedures, and performs special projects as assigned.

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B. SUPERVISION RECEIVED:

The LPM I is directly supervised by the Regional Manager (LPM II). The LPM I reviews problem cases with the Regional Manager, receives consultation on sensitive issues, and receives general direction on district goals and priorities.

C. ADMINISTRATIVE RESPONSIBILITY:

Assigns licensing responsibility for geographic area or program with consent of Regional Manager. Recommends to Regional Manager use of resources, equipment and controls.

D. PERSONAL CONTACTS:

May call informal conferences in which licensees bring in an attorney or public official. Meets with various community and social organizations on licensing issues, such as closure of facilities providing poor care.

E. ACTIONS AND CONSEQUENCES:

LPM I reviews LPA decisions and hears appeal to civil penalties and disagreements between the LPA and licensee. Manager informs Regional Manager on actions to close facilities.

Failure to monitor LPA work may result in inability to close facilities, liability for inappropriate administrative action and failure to protect clients of facilities from abuse, neglect, injury or even death.

F. OTHER INFORMATION:

Must be able to objectively handle complex licensing issues and diplomatically work with facility operators, community agencies, and irate public. Travels to other offices and community care facilities.