

State of California
DUTY STATEMENT



California Department of
State Hospitals

SH3002 (Rev. 3/22/12)

RPA Control No.#

C&P Analyst Approval
FA

Date
2.24.2026

Employee Name

Division

Department of State Hospitals-Metropolitan

Position No / Agency-Unit-Class-Serial
487-547-5157-XXX

Unit

TRAINING/HUMAN RESOURCES DEPARTMENT

Class Title
ANALYST I

Location

YAB - TRAINING UNIT

SUBJECT TO CONFLICT OF INTEREST
☐ Yes ☒ No

CBID
R01

WORK WEEK GROUP
2

PAY DIFFERENTIAL

WORKING HOURS
8:00AM - 4:30PM

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the supervision of the Supervisor I-Training Manager or designee. The Analyst I (Training Coordinator) performs technical and support tasks related to the Training Office in the Human Resources Department. The incumbents will assess the complex and sensitive training needs of MSH and assist in the development of a comprehensive training plan to address the needs based on the goals and objectives of the Department of State Hospitals. Incumbents perform work of average difficulty in a wide variety of consultative and analytical staff services assignments such as program evaluation and planning; systems development; training; and personnel analysis; assistance in coordinating and maintaining the hospital's training programs; organizing new training and monitor state compliance and identified DSH-required trainings; and provide technical services including audio-visual support to maintain the mission of the Training Office.

May be required to work some weekends and light statewide travel.

% OF TIME
PERFORMING
DUTIES

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.)

ESSENTIAL FUNCTIONS

TRAINING PROGRAM PLANNING EVALUTION AND COORDINATION

Support training operations including assistance in coordinating New Employee Orientation (NEO), Hospital Annual Update (HAU), Manager & Supervisory Training and other training classes supported by the Training Department.

45%

- Ensure staff compliance with all mandatory training requirements.
- Conduct and facilitate training classes, workshops, teambuilding sessions, and webinars. Consult with management and staff regarding training policies, mandates and training needs assessments.
- Enhance existing training materials including visuals, notebooks and handouts, and develop new materials as needed. Coordinate between Training Providers and the Information Technology Department for conversion of selected learning modules to the hospital's Training Platform DSH Learn.
- Research and ensure MSH is compliant with all Hospital, Department of Health Services, Licensing and JCAHO standards in area of responsibility.
- Conduct detailed training and need assessments for MSH staff through questionnaires and interviews.
- Prepare annual evaluation of training and ensure follow-up of recommendations. Communicates recommendations to Executive management and Department heads with training and other performance solutions.
- Coordinate and/or assist with training room and equipment reservations, room set-up and take-down, and tracking returning equipment and supplies.

30%	- Evaluating and tracking organizational training plans, schedules, registrations, individual training completed. <u>DATABASE ADMINISTRATION AND REPORTING</u> - Analyze and maintain training database information and provide recommendations to Executive management and/or Department heads based on analysis. - Prepare written reports including analysis of training outcomes, compliance with hospital mandates and other standards. Recommend specific improvements based on student evaluations and other input. - Generates, issues and tracks birth month attendance reports and notices for employees pertaining to all mandated training and compliance. - Creates monthly orientation roster for training use based on emails from HR and hire log list. Prepares orientation packet for new employees and sends email to request new employee's ID badges, PDAS tags, and a van & driver request for campus tour and Employee Health. - Assists in maintaining availability of supplies needed for training classes and office use. Send supply order when needed. <u>OTHER DUTIES</u> - Provides support for campus wide programs away from the training office including technical support, set up and on-site maintenance, including but not limited to Nursing Education. - Provides supervisors with their staff training record upon request. - Maintains copies of hand-outs for HAU and NEO classes. <u>MARGINAL FUNCTIONS</u> ALL OTHER DUTIES AS DEEMED APPROPRIATE FOR THIS CLASSIFICATION
Other Information	<u>SUPERVISION RECEIVED</u> - Under the direction of the Supervisor I - Training Manager. The Training Department is a functional area within the hospital's Human Resources Department. - Lead direction provided by Supervisor I-Training Manager and Supervisor II- Employee Training and Exams Manager. <u>SUPERVISION EXERCISED</u> N/A <u>KNOWLEDGE</u> Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization. Works independently, maintains confidentiality of oral and written communication; modern office methods, supplies and equipment, business English and correspondence; typing proficiency; performs difficult clerical work, spell correctly, uses good English and mathematics; follows oral and written communication; evaluates situations accurately and take effective action; meet an deal tactfully with the public; have and use initiative, courtesy, tact, and patience in relating to both staff and public; apply specific laws, rules, policies/procedures, prepares correspondence independently; communicate effectively both verbally and in writing. Provides functional guidance to Limited Duty and temporary employees in the Training Office.

ABILITIES

Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.

SPECIAL PERSONAL CHARACTERISTICS

Willingness as a learner to do routine or detailed work in order to learn the practical application of administrative principles; and demonstrated capacity for development as evidenced by work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests; and willingness and ability to accept increasing responsibility.

REQUIRED COMPETENCIES**PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION**

Maintains and safeguards the privacy and security of patients' protected health information (PIH) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

PHYSICAL

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized analytical work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

CPR

Maintains current certification.

SITE SPECIFIC COMPETENCIES

Ability to work with people. Communication skills, both verbal and written, regarding hospital training policies and procedures.

- Scope, plan and support training operations
- Coordinate with the Training Manager, Training Unit staff and the Information

Technology Department for operation of Audio-Visual equipment. Perform occasional set up of equipment independently.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

Applies and demonstrates knowledge of the following: Microsoft Windows, Microsoft Word, Access, Excel, and Power Point.

LICENSE OR CERTIFICATION - not applicable

TRAINING - Training Category = Type II General

The employee is required to keep current with the completion of all required training.

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Training provided during new employee orientation.

WORKING CONDITIONS

EMPLOYEE IS REQUIRED TO:

- Report on time and follow procedures for reporting absences.
- Maintain a professional appearance.
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
- Comply with hospital policies and procedures.

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and can safely perform their essential job functions.

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 always expected to maintain confidentiality.

The Department of State Hospitals provides support services to facilities operated within the Department. The required function of this position is to consistently provide exceptional customer service to internal and external customers.

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).

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

State of California
DUTY STATEMENT



California Department of
State Hospitals

SH3002 (Rev. 3/22/12)

RPA Control No.#		C&P Analyst Approval FA		Date 2.24.2026
Employee Name		Division Department of State Hospitals-Metropolitan		
Position No / Agency-Unit-Class-Serial 487-547-5393-XXX		Unit TRAINING/HUMAN RESOURCES DEPARTMENT		
Class Title ANALYST II		Location YAB - TRAINING UNIT		
SUBJECT TO CONFLICT OF INTEREST ☐ Yes ☒ No	CBID R01	WORK WEEK GROUP 2	PAY DIFFERENTIAL	WORKING HOURS 8:00AM - 4:30PM

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the supervision of the Supervisor I-Training Manager or designee. Analyst II (Training Coordinator) in the Training Office supports training for DSH employees by developing training plans, coordinates the delivery of external training services, updating new course curriculum, delivering training, and utilizing the learning management system (LMS) software to plan, and conduct training programs for the Hospital's training programs to meet and track state compliance and identified DSH-required trainings, and does other related work. The incumbents will assess the complex and sensitive training needs of MSH and assist in the development of a comprehensive training plan to address the needs based on the goals and objectives of the Department of State Hospitals. The Analyst II performs the more responsible, varied, and difficult training work and assigned full journey person responsibilities requiring independence of action. The position performs assignments independently, or in a team environment and may act in a lead capacity to provide guidance to support staff, student assistants and retired annuitants.

May be required to work some weekends and light statewide travel.

% OF TIME PERFORMING DUTIES	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.)
40%	<u>ESSENTIAL FUNCTIONS</u> <u>TRAINING PROGRAM PLANNING EVALUATION AND COORDINATION</u> Responsible for leading the Training Unit at Metropolitan State Hospital (MSH) to ensure Hospital objectives are accomplished in support of the Hospital's mission. • In conjunction with the Supervisor I, responsible for overseeing the continuous competency assessment, training, and evaluation of the Training Unit staff and providing leadership that develops and trains staff for current and future work assignments. • In conjunction with Supervisor I, responsible for ensuring staff compliance with all mandatory training requirements. • In conjunction with Supervisor I, responsible for the consistent implementation of training policies and procedures and all legal requirements and continuously working on improvements to ensure that staff is working at full potential. • Conduct and facilitate training classes, workshops, teambuilding sessions, and webinars. Consult management and staff regarding training policies, mandates, and training needs assessments. • Conduct research and assist in the development of training course curricula. Audit and evaluate program for standardization, compliance with laws, policies, and regulations. • Identify and Analyze Training Needs: for the Department by participating in the training needs assessment process. Consult management staff within the Department to identify and rectify areas of deficiencies. • Compliance with mandated training, and report generation and analysis; researching,

evaluating, and creating training materials; developing mass communication announcements and documents.

- Prepare clear, concise, and comprehensive reports for management.
- Lead staff member when onboarding new Training Office staff to the department.

DEPARTMENTAL RESPONSIBILITY

- Research and ensure MSH is compliant with all Hospital, Department of Health Services, Licensing and JCAHO standards in area of responsibility.
- In conjunction with Supervisor I, assisting in ensuring assessments and compliance reports are timely and accurate. Oversee the maintenance of employee training records and continuing education documentation.
- In conjunction with Supervisor I, respond to training needs identified by Q.I. Monitoring, Licensing, JCAHO, and departmental surveys.
- Prepare and/or revise policy and directives for the Supervisor I to review and approve.
- In conjunction with Supervisor I, develop and implement a supervision development program to provide initial and recurring training for new and current supervisors.
- Conduct detailed training needs assessment for MSH staff through use of questionnaires and interviews.
- In conjunction with Supervisor I, assist in developing training budget recommendations for MSH that ensure mandated and required training needs are met within allocated funding.
- Prepare annual evaluation of training and ensure follow-up of recommendations.
- Prepare New Employee Orientation (NEO) for new hires. Coordinate annual re-certification courses for all employees (HAU), and American Heart Association courses and elective training courses for all clinical staff.
- Conducts employee-training sessions.
- Ensure all managers and supervisors receive monthly training reports.
- Responsible for the preparation of training manuals, course outlines, handouts, and training schedules.
- Coordinate the design, implementation, and evaluation of Hospital training programs.
- Conducting monthly training analysis and providing management and senior management information regarding the state of training across the entire hospital.
- Generate monthly email notification advising department supervisors and managers of the staff who are required to complete annual online training.
- Lead analyst tasked in maintaining and ensuring accuracy of all data on the Training Office's Compliance trackers and dashboards.
- Maintain a safe work environment by actively promoting routine safety inspections, accident prevention and investigation, and ongoing safety awareness, training for SDC staff.
- Responsible for the Governing Body Training Reports.

DATABASE ADMINISTRATION AND REPORTING

- Analyze and maintain training database information and provide recommendations to Executive management and/or Department heads based on analysis.
- Prepare written reports including analysis of training outcomes, compliance with hospital mandates and other standards. Recommend specific improvements based on student evaluations and other input.
- Generates, issues and tracks birth month attendance reports and notices for employees pertaining to all mandated training and compliance.
- Creates monthly orientation roster for training use based on emails from HR and hire log list. Prepares orientation packet for new employees and sends email to request new employee's ID badges, PDAS tags, and a van & driver request for campus tour and Employee Health.
- Assists in maintaining availability of supplies needed for training classes and office use.

	<u>OTHER DUTIES</u> - Utilizes a variety of software (e.g., the DSH Learning Management System, Blackboard, Microsoft Office, etc.) to support all aspects of the DSH training program. - Provide staff support and troubleshooting any issue with DSH Learning Management System. I.e., Open IT support tickets, provide best practice advice, and provide timely resolutions to system issues. - Provides leadership to the Training Unit plans, organizes, and conducts the total Hospital Training Program. - Participate in the Enhancement Plan planning and update process. - Develop and maintain effective working relationships with Hospital and Departmental management, supervisors, employees, control agencies, County State and Federal agencies, and members of the public. - May serve as a member of Human Resources Key Function Team for JCAHO compliance - Prepare administrative correspondence, special projects, committee reports, issue memos, and other job-related miscellaneous assignments as required. - Prepare, draft, and update administrative policies and procedures related to the Training Office, when necessary. - Liaison between the Training Office staff and senior management when the Supervisor I is away from the office.
10%	
	<u>MARGINAL FUNCTIONS</u> - Evaluate and ensure Reasonable Accommodation requests from persons planning to attend training are made in accordance with the law. Plan training classes from start to finish (including schedule training dates and locations, notifying and enrolling DOR staff in upcoming classes, and projected budget needed for training). Set-up classroom (tables, chairs, and other equipment) to ensure accessibility for all learners and distribute course materials prior to commencement of courses. Arrange for mail delivery of course materials (workbooks, handouts, visual aids, etc.) to classroom - Other duties assigned can include but are not limited to, special projects related to the training functions, and coordination of meetings.
5%	
	ALL OTHER DUTIES AS DEEMED APPROPRIATE FOR THIS CLASSIFICATION
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Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.

SPECIAL PERSONAL CHARACTERISTICS

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REQUIRED COMPETENCIES

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PIH) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

INFECTION CONTROL

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PHYSICAL

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SAFETY

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CULTURAL AWARENESS

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SITE SPECIFIC COMPETENCIES

Ability to work with people. Communication skills, both verbal and written, regarding hospital training policies and procedures.

- Scope, plan and support training operations
- Coordinate with the Training Manager, Training Unit staff and the Information Technology Department for operation of Audio-Visual equipment. Perform occasional setting up of equipment independently.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

Applies and demonstrates knowledge of the following: Microsoft Windows, Microsoft Word, Access, Excel, and Power Point.

LICENSE OR CERTIFICATION - not applicable

TRAINING - Training Category = Type II General

The employee is required to keep current with the completion of all required training.

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Training provided during new employee orientation.

WORKING CONDITIONS

EMPLOYEE IS REQUIRED TO:

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- Maintain a professional appearance.
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
- Comply with hospital policies and procedures.

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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 always expected to maintain confidentiality.

The Department of State Hospitals provides support services to facilities operated within the Department. The required function of this position is to consistently provide exceptional customer service to internal and external customers.

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).

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
