

DUTY STATEMENT

Employee Name:	Position Number: 580-852-7993-001
Classification: Nurse Surveyor Manager	Tenure/Time Base: Permanent/Full-time
Working Title: District Manager	Work Location: 850 Marina Bay Parkway Building P, 1st Floor Richmond, CA 94804-6403
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Field Operations North Division	Branch/Section/Unit: Bay Area Region/East Bay District Office

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by overseeing the review, evaluation, inspection, and certification of health facilities and agencies and their compliance with state and federal laws and regulations and investigation of complaints. The NSM is responsible for carrying out program activities in the district for facilities and agencies under the jurisdiction of the Center. The NSM ensures that all department and program mandates, policies, and procedures are carried out in an appropriate and consistent manner. Up to 20% travel is required to attend statewide meetings, conferences, and field activities.

The incumbent works under the general direction of the Field Operations Branch Chief (M II).

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: Up to 20%
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification: RN License
- Other:

Essential Functions (including percentage of time)

- 25% Responsible for planning, managing, and directing the day-to-day operations of the district office. Provides oversight and/or training to Nurse Surveyor Supervisor IIs, Nurse Surveyor Supervisor Is, and Nurse Surveyors in ensuring quality control of survey protocols and policy development related to the safe delivery of patient care services. Establishes and maintains work priorities, develops goals and objectives for the unit and monitor's progress. Recruits, interviews, and hires staff; determines training needs of new and existing staff. Identifies and promotes continuing staff development and specialized training through coaching and mentoring. Evaluates staff performance using the Individual Development Plan (IDP) assessment tool. Reviews and approves timesheets and absence requests; and completes documentation related to attendance, preventative, corrective, or adverse action, when appropriate. Acts as the primary spokesperson regarding the District's licensing and certification policies and issues.
- 20% Directs the licensing, inspection, investigation, and/or certification of health facilities under public medical care legislation. Applies clinical knowledge of current nursing practices and standards of clinical care to review and monitor supervisor's workload and performance to ensure that required licensing and certification activities are performed in accordance with mandated policies and procedures and in a timely and professional manner. Makes workload adjustments as necessary such as reviewing, monitoring, identifying potential problems, planning strategies, setting priorities, making recommendations, etc. to accomplish the required tasks. Provides consultation to health facilities, and State, Federal, and local agencies. Develops, evaluates, and provides training on changes in licensing and certification regulations, policies, and procedures.
- 20% Meets and confers with representatives from federal, state, and local agencies, advocacy and/or consumer groups, public officials, local community members, and providers regarding specific complaints, problems, or adverse actions against health facilities within the district. These include license revocations, Medi-Cal/Medicare decertifications, issuance of citations, and general provider and consumer health facility issues and concerns.
- 15% Reviews, approves, and ensures statewide uniformity on all actions taken against healthcare facilities that violate laws and rules related to acceptable patient care standards and scope of practice for a variety of healthcare professionals, including the appropriateness of delivery of

health care and services of complex clinical procedures, treatments, diagnostics, and interventions in healthcare facilities and provider entities. Conducts informal dispute resolutions and holds informal conferences for complaint appeals. Reviews and coordinates approvals/disapprovals of Class A and AA citations and program flexibility requests (alternate methods of meeting the intent of the regulation). Assesses and determines the appropriateness of the delivery of health care and services of complex procedures, treatments, diagnostics, and intervention from healthcare facilities and providers.

Acts as an expert witness in lawsuits against the Department and takes part in depositions and settlement conferences for citations. Serves as a program consultant to the Department's legal staff and the Attorney General's Office on the most controversial and sensitive enforcement issues involving licensing actions pursued through arbitration or court litigation.

10% Attends statewide District Manager/Administrator meetings when scheduled by the Field Operations Branch Chiefs. Provides agenda items for meetings and makes presentations as necessary. Prepares and conducts staff meetings for district office staff.

5% Oversees and works on special projects that are highly sensitive and/or controversial, including directing staff in the preparation of issue memos, reports, and meeting with various stakeholders. Implements special activities through staff for new programs such as focused enforcement, special initiatives, and district survey programs. Reviews and provides recommendations on proposed regulations, legislation, and operational procedures to program management.

Marginal Functions (including percentage of time)

5% Acts as Field Operations Branch Chief upon request in their absence. Acts as the Duty Officer when requested, to communicate urgent facility related matters to other liaisons and the headquarters office. Performs other job-related duties as required.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:
 Approved By: HHS

Date: October 31, 2024