

**Department of Health Care Access and Information**

**Duty Statement**

**Proposed**

<b>Employee Name</b> Vacant	<b>Organization</b> Office of Health Workforce Development Operations Branch Program Delivery and Communications Section Communications Unit	
<b>Position Number</b> 441-201-5393-XXX	<b>Location</b> Sacramento	<b>Telework Option</b> Hybrid
<b>Classification</b> Analyst II	<b>Working Title</b> Communications Analyst II	

**General Description**

The Communications Analyst II in the Office of Health Workforce Development (OHWD), under the supervision of the Communications Unit Manager, independently performs a wide variety of complex analytical assignments and may conduct research; review analytical studies and surveys; formulate procedures, policies, and program alternatives; perform program evaluation, planning and assessment; make recommendations on administrative and program-related problems; analyze, identify potential impact, and make recommendations on proposed regulations and legislation; perform analytical duties relating to budgeting or personnel management; perform policy analysis and other administrative analysis; plan, implement, and conduct training; act as field representatives in complex and controversial intergovernmental negotiations and community relations; act as a team lead or coordinate projects involving various governmental agencies; and provide consultative services and recommendations to management and others.

The Communications Analyst II maintains assigned workload in an organized manner to meet deadlines; produces completed staff work; acts in a mentor capacity and or provides peer to peer training; is responsible for coordination of internal and external communications; develops, reviews, and edits communication documents, materials, presentations, web content, and other tactics prior to release to stakeholders and the public. The Analyst II leads and facilitates outreach events with partners, academic institutions, provider organizations, and local and state entities. The Analyst II collaborates with the Communications Unit Manager and team to implement strategic, professional communication and outreach efforts across existing and new programs. The Analyst II routinely uses industry standard technologies and best practices for internal and external communications utilizing tools such as MailChimp, Wordpress, and the Microsoft Suite.

<b>Supervision Received</b>	Under the general direction of the Supervisor I, Communications Unit Manager
<b>Supervision Exercised</b>	None
<b>Physical Demands</b>	Must be able to perform the duties contained in this duty statement with or without reasonable accommodation.
<b>Typical Working Conditions</b>	Requires prolonged sitting, use of telephone and computer, frequent contact with employees and the public, and mobility to various employee work areas and other areas of the Department. Some travel may be required. Hours of work to cover core business hours 8:00 a.m. to 5:00 p.m. Monday through Friday.

**Job Duties**

**E = Essential, M = Marginal**

35%	E	Lead communications duties and analytical tasks to monitor and implement communication and outreach efforts. Partner with management to write and generate emails, newsletters, reports, webinars and website content. Develop and maintain program briefing materials, summary presentations, and marketing materials. Facilitate development and distribution of email blasts, social media content and posts, and updates to the OHWD website. Coordinate with the Communications Unit Manager and the HCAI Director's Office Communications team to align documents, briefing materials, reports, and webpages in accordance with Department standards.
25%	E	Maintain contact lists for programs to improve and expand external outreach efforts. Lead, support and/or conduct webinars and cross functional meetings. Support council/board meeting facilitation, and/or provide talking points. Develop and maintain user guides and other materials associated with internal/external-facing systems. Perform complex work with stakeholders and customers to help define, develop, and document processes, including translating requirements to technical and system requirements as appropriate. Ensures external-facing documents are clear, concise, and comply with the Americans with Disabilities Act using the Equidox software.
20%	E	Partner with leadership and team members to fulfill OHWD customer service duties of the Health Workforce inbox, phone lines, responding to and routing of public inquiries. Assist with meeting facilitation, logistics, notes, and documentation. Outline, write, and prepare public speaking notes and develop presentation materials.
15%	E	Lead special project teams, councils, boards, and committees. Monitor special project activities and communicate progress, milestones, and achievements to stakeholder groups. Partner with OHWD staff to map communication processes and identify opportunities for efficiency standard practices, and quality improvement.
5%	M	Perform other related duties within the scope of this classification, as required.

**Other Expectations**

- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI's mission, vision, and goals.
- Demonstrate a commitment to HCAI's Core Values.
- Maintain good work habits and adhere to all HCAI policies and procedures.

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**To Be Signed by the Employee and Immediate Supervisor**

I have read and understand the duties and expectations of this position.

I have discussed the duties and expectations of this position with the employee.

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Employee Signature/Date

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Supervisor Signature/Date