

**DUTY STATEMENT**

Employee Name:	Position Number: 580-530-8336-018
Classification: Health Program Specialist I	Tenure/Time Base: Permanent / Full-Time
Working Title: Newborn Screening Program Follow-Up Liaison to Special Care Centers	Work Location: 850 Marina Bay Parkway Richmond, CA 94804
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Genetic Disease Screening Program	Branch/Section/Unit: Program and Policy Branch / Newborn Screening Section / Newborn Follow-Up and Contract Unit

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.

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**Competencies**


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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 Resources' Job Descriptions webpage](#).

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**Job Summary**


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This Genetic Disease Screening Program (GDSP) position supports the California Department of Public Health's (CDPH) mission and strategic plan by enhancing services for newborns with serious treatable genetic disorders.

The incumbent functions as a highly skilled technical program consultant, administrative lead, and liaison for state contracted Special Care Centers (SCC) that provide medical services to newborns found to be screen-positive for one or more disorders followed by the NBS program; these include sickle cell disease, cystic fibrosis, endocrine, immunologic, metabolic, and/or neuromuscular

conditions.

The Health Program Specialist I (HPS I) works under the direction of the Health Program Manager I, Newborn Screening (NBS) Follow-up and Contracts Unit Chief.

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**Special Requirements**

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- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: Less than 5% of the time for meetings and site visits if necessary.
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

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**Essential Functions (including percentage of time)**

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- 30% Serves as a highly skilled technical consultant, administrative lead, and liaison to NBS contracted Special Care Centers (SCC) that are responsible for follow-up services to newborn screen-positive cases of sickle cell disease, cystic fibrosis, or genetic endocrine, immunologic, metabolic, and/or neuromuscular disorders. Provides oversight of contractor scope of work and service protocols and is involved in writing/contributing to the writing of such contracts. Promotes cultural sensitivity and competency for follow-up services relative to families of diverse ethnicities. Carefully monitors culturally sensitive patient service issues, including communication among service providers.
- Reviews patient service reports and provides estimates of SCC quarterly invoices on a daily basis to SCC and CDPH BSU; the Incumbent is the main contact person and will coordinate the invoicing process between SCC and BSU by confirming the number of cases and ensuring payments are processed. Works with contractors and internal staff to reconcile invoice discrepancies when necessary. Utilizes appropriate CDPH reports to monitor timely SCC compliance. Troubleshoots barriers to achieving program goals and proposes corrections for deficiencies when necessary. Provides SCCs with program updates and reminders.
- 25% Develops, maintains, and provides technical documents, procedures, and training resources that support SCC staff use of the NBS Screening Information System (SIS) software. Provides ongoing support to SCC staff to ensure successful SIS use.
- 20% Plans and facilitates in-person and virtual meetings with SCC contractors and internal collaborators: this includes all logistical arrangements. Develops agendas and delivers presentations, records meetings, and prepares minutes. Contributes to meetings of research scientists in the GDSP Program Development and Evaluation Section to discuss data collection and reporting. Participates in regular meetings with supervisor and the SCC liaison team. Attends Area Service Center meetings and represents NBS at conferences or other meetings as assigned. Schedules site visits and travels as necessary (up to 5% of the time).
- 10% Works with stakeholders to troubleshoot laboratory issues and testing/reporting processes.

Provides training and assistance in using SIS to document test results.

5% Compiles information concerning interesting/anomalous newborn test results. Initiates report by providing information to the CDPH Genetic Disease Laboratory in order to continue investigation, completes report of anomalous test results for GDSP Chief’s approval, and ensures case is properly closed.

5% Participates in GDSP software application development and improvement meetings and application testing for desired functionality. Reports on any software issues experienced by SCC users.

**Marginal Functions (including percentage of time)**

5% 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: Brittany Hanson  
 Date: 10/27/25