



- Current
- Proposed

Civil Service Classification: Analyst II
Working Title: Quality Assurance Analyst
Division Branch Name: Home and Community Living, Health-At-Home Branch
Incumbent: Vacant
Position Number: 797-7133-5393-950
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Non-Exempt
CBID: R01
Tenure: Permanent
Time Base: Full-Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA, and we strive to achieve equity and inclusion for all employees in the workplace. We believe that a diverse workforce and an inclusive workplace culture enhance the performance of our organization and the quality of representation that we provide to a diverse client base.

Primary Domain(s): N/A

DESCRIPTION:

Under the direction of the Field & Policy Support (FPS) Supervisor I, the Analyst II performs the more responsible, varied, and complex technical, analytical staff services assignments intended to carry out the mission of the California Department of Aging (CDA) and the Community-Based Adult Services (CBAS) Field & Policy Support Section. The Analyst II will work in a team environment, collaborating and coordinating with the CBAS Section certification teams and support staff, CBAS center personnel, and other stakeholders. Analyst II is a full participant in team decision-making, strategy formulation, and problem resolution. These responsibilities require a high level of analytical and research skills, a strong writing ability, excellent communication skills, and a broad knowledge of CBAS services.

ESSENTIAL JOB FUNCTIONS:

40% Plan of Correction (POC):

Conduct comprehensive reviews of POCs submitted by CBAS centers, evaluating whether responses, supporting evidence, policies and procedures, and training plans appropriately address cited deficiencies and meet regulatory requirements. Forward reviewed POCs, including both compliant and non-compliant plans, to CBAS Field Operations (FOP) and Nursing Operations (NOP) Sections for coordinated review and documentation. Assess whether POCs meet applicable CBAS laws, regulations, and Waiver standards. Maintain regular communication with CBAS FOPs, NOPs, CBAS centers, sister agencies, and other stakeholders through meetings, emails, and follow-up coordination to clarify findings and confirm timely implementation of corrective actions. Provide consultative support for adverse actions by conducting follow-up reviews and providing technical guidance to program staff and CBAS centers to prevent future participant enrollment due to unresolved deficiencies. Serve as a departmental representative and subject-matter generalist in administrative hearings related to adverse actions by attending hearings, providing technical input, and advising management. Participate in on-site follow-up visits throughout the state, including overnight statewide travel by car and/or plane, as a CDA representative to CBAS center locations to provide survey monitoring support to the FOPs Section for centers determined to be significantly out of compliance. Verify that centers have adhered to department-approved statements and corrective actions outlined in their POCs, and, as needed during POC follow-up visits, provide technical assistance, training, and support.

35% Quality Assurance (QA):

Analyze Statement of Deficiency (SOD) 2567 reports submitted by the CBAS Initial Certification Unit, FOPs, and NOPs Section to evaluate the accuracy, completeness, and regulatory appropriateness of cited deficiencies. Independently interpret applicable CBAS statutes, regulations, and departmental policies to ensure deficiencies are correctly cited, findings are clearly articulated, and supporting documentation is sufficient and defensible. Apply standardized quality assurance criteria to ensure reports are completed accurately and uniformly. Exercise judgment to determine compliance, returning non-compliant SOD reports for revision with technical guidance, and approving and forwarding compliant recertification reports to the appropriate CBAS centers to support certification and regulatory enforcement actions.

10% Training and Technical Assistance:

Provide specialized training to CBAS centers and sister agencies, both verbally and in writing, on topics including staffing, service delivery, reporting, policies and procedures, coordination with other community-based long-term care services/supports, and managed care plans. Develop, update, and maintain internal and external training resources, including recorded webinars, to ensure content is accurate, current, and accessible for staff and stakeholders. Analyze training needs and operational challenges, recommend process improvements and efficiencies to management, and implement solutions to enhance program operations, compliance, and stakeholder support. Attend trainings, conferences, or other events related to the CBAS Program, including overnight travel across the state by car and/or plane.

10% Special Projects and Administrative Duties:

Lead or contribute to special projects related to CBAS QA and POC policies and procedures by developing and implementing standardized procedures to ensure consistency, accuracy, and compliance across unit operations. Analyze QA and POC processes to identify trends, gaps, or inefficiencies and recommend program modifications to improve operations and regulatory compliance. Serve as a subject matter expert in internal and external meetings with stakeholders, provide guidance, clarify policies, and support informed decision-making. Maintain and revise operational documents, including checklists, manuals, review tools, and tracking logs to ensure they remain accurate, current, and aligned with program policies and procedures. Complete all administrative tasks and reports accurately and on schedule, participate in staff meetings, and contribute to ongoing operational activities to support effective unit operations.

MARGINAL JOB FUNCTIONS:

5% Performs other related duties, as required.

TRAVEL: 5% Travel related to POCs, training, and technical assistance.

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location; a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings, whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.



Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor, who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- Duties meet class specification and allocation guidelines.
- Exceptional allocation, STD 625 on file.

Analyst initials: PS____ Date Approved: 1/13/26

Revision Date (if applicable): _____