

DUTY STATEMENT

Employee Name: Vacant	Position Number: 580-510-8338-909
Classification: Health Program Specialist I	Tenure/Time Base: Permanent / Full-Time
Working Title: Clinic / Admin Change Management Specialist	Work Location: 3901 Lennane Drive, Sacramento, CA 95834
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Women, Infants, and Children (WIC) Division	Branch/Section/Unit: WIC Systems Integration Branch / WIC Change Management Section / Change Management Tier II Team

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 in the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resources' Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by advancing the health and well-being of California's diverse people and communities. As a member of the WIC Change Management Section, the incumbent serves as part of a team that provides support to users of the WIC Web Information System Exchange (WIC WISE) program, the WIC Electronic Benefit Transaction (EBT) Card, and the California WIC Application as well as other auxiliary systems and services.

The incumbent works under the direction of the Supervisor II, Chief of the WIC Change Management Section. The Health Program Specialist I (HPS I) serves as a skilled expert who consults in areas regarding the Clinic and Admin functionality of WIC WISE as well as the California WIC Application, requiring in-depth expertise of how WIC Local Agency clinic flow, business practices, and state and federal regulations and policies impact system functionality needs. The HPS I works collaboratively with the change management team, other subject matter experts (SMEs) from the WIC Division, Local Agency staff, and the system contractor to improve and enhance the technical tools used to provide WIC services and comply with regulations. This is accomplished by participating in various components of the Software Development Lifecycle, primarily business requirements gathering, user acceptance testing, documentation and investigating defects.

Special Requirements

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

Essential Functions (including percentage of time)

- 30% Collaborates as a subject matter expert with the change team on addressing issues and functionality related to the Clinic and Admin components of the management information system WIC WISE and California WIC Card, including the WIC Direct EBT system and the California WIC Application (WIC App). Collaborates with and provides technical system support to program managers within the WIC Division. Assists with collecting and analyzing data, feedback, and other various types of information for internal and external stakeholder meetings (such as the WIC WISE Users Committee) to determine their needs for improvements regarding WIC WISE and the WIC App. Provides guidance, vision, and recommendations to management on issues affecting WIC WISE, the WIC App, and end users. Works with the WIC Division staff and WIC WISE/CA WIC App contractors to research and share best practices for implementing any operational changes related to improvements of WIC WISE and the WIC App with the intent to meet the needs of WIC participants and manage costs.
- 25% Conducts user acceptance testing (UAT) for WIC WISE and WIC App defect corrections and Change Requests in conjunction with the change management team and the WIC WISE contractor. Coordinates UAT sessions with SMEs. Assists with developing procedures and documentation for the execution of UAT activities, including development of test scripts. As needed, assists with training staff to complete UAT activities.
- 20% Assists the change management team with the planning and facilitation of quarterly WIC

WISE Committee meetings (both virtual and in-person) consisting of representatives from WIC Local Agencies and Division staff. Creates, monitors, and reviews various assignments completed by local agency members with the goal of gathering information in order to enhance WIC WISE and/or the WIC App. Assists in the triennial WIC WISE Committee application and review process, selecting new members to participate on the Committee. Routinely corresponds as necessary (primarily by email) with local agency and CDPH/WIC Committee members for the purpose of gathering information about, planning for, and following up on Committee activities and assignments.

10% Monitors Tier II and Tier III WIC WISE and WIC App escalations received from the WIC WISE Service Desk. Provides support and assistance in investigating each issue, proposing a solution to address the issue, and implementing solutions when necessary.

10% In collaboration with the change management team and WIC policy staff, assists with ensuring WIC Program compliance with state and federal regulations and aids in the development of revisions to state policies and procedures as needed. Coordinates with various Sections and Branches within WIC to ensure that policies, procedures, forms, education, monitoring activities, training materials, and all applicable WIC Program materials are up to date and that WIC WISE users and state staff are informed of changes.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

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: 4/29/24