

Duty Statement
Department of Managed Health Care

OFFICE: Office of Enforcement	EFFECTIVE DATE:
CLASSIFICATION: Graduate Legal Assistant	DATE APPROVED: 5/21/2026
POSITION: 409-411-5795-921	TELEWORK DESIGNATION: <i>Remote-Centered</i>
WORKING TITLE: Graduate Legal Assistant	

DEPARTMENT OBJECTIVE:

The mission of the Department of Managed Health Care (DMHC) is to ensure health plan members have access to equitable, high-quality, timely, and affordable health care within a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of 30.2 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Department has a unique and important role in the protection of the health and wellbeing of Californians. The Knox-Keene Health Care Service Plan Act (the Act) requires the Department to ensure that enrollees are provided with timely access to quality health care services and is one of the only stand-alone watchdog healthcare agencies in the nation, mandated by the Legislature to protect and promote the interests of enrollees in healthcare service plans. The Department's Office of Enforcement (Enforcement) investigates allegations of wrongdoing and prosecutes those found to be in violation of the Act.

GENERAL DESCRIPTION:

Under close supervision of attorneys and the Assistant Chief Counsel, Office of Enforcement, the incumbent will assist in legal research, and in the preliminary work involved in preparing other legal matters.

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

PERCENTAGE **JOB DESCRIPTION**

Essential (E)/Marginal (M)

- 40% (E)** Assist attorneys with drafting, and responding to, interrogatories, subpoenas, motions, writs, pleadings, and other legal documents. Assist in the review and organization of responsive documents obtained during the course of litigation, including summarizing and categorizing trial evidence. Assess legal issues and evaluate all documents submitted as part of discovery to determine evidentiary value and ensure each case successfully progresses through the eDiscovery process. Draft Department response to a health plan's discovery for review and approval by attorney.
- 35% (E)** Use electronic research tools (e.g., Westlaw) to perform legal research regarding the Knox-Keene Act, federal rules and regulations regarding health care, the California Administrative Procedures Act, and other applicable federal and state laws. identify potential violations and defenses and identify strengths and weaknesses of case; discuss case strategy with attorney. Undertake initial legal research and analysis of issues for memoranda including the penalty justification memorandum.
- 15% (M)** Attend any trial or hearing and provide logistical support to the primary attorney and litigation team. Assist with trial or hearing preparation, including marshalling evidence, preparing exhibits, communicating with trial witnesses, preparing and serving subpoenas for witnesses, arranging for court reporters and transcript deliveries; attend witness preparation meetings and litigation team meetings; review and confirm docketed trial dates.
- 5% (M)** Coordinate and communicate verbally and in writing with other offices, other state and federal agencies, and members of the public on DMHC related matters including Enforcement actions, interpretations of law, and policy issues to accomplish the purposes and goals of the DMHC.
- 5% (M)** Perform research and analysis on special projects as assigned and other related duties, including legal and policy analysis of federal and state legislative and regulatory proposals, and of other issues and topics relevant to pending legislation or regulations.

SUPERVISION EXERCISED OVER OTHERS:

Does not supervise others.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts.

In addition, the employee must:

Have the knowledge of legal principles and their application, the use of legal reference works, and legal terms.

Have the ability to reason logically; analyze situations accurately and adopt an effective course of action.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) 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 regarding attendance, leave, and conduct.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

ADDITIONAL REQUIREMENTS:

None

SIGNATURES:

The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date