

DUTY STATEMENT

Employee Name: VACANT	Position Number: 580-825-4800-022
Classification: Supervisor I	Tenure/Time Base: Permanent/Full-time
Working Title: Unit Chief	Work Location: 1615 Capitol Ave., Sacramento, CA 95814
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Licensing & Certification Division	Branch/Section/Unit: Investigations Branch/Investigations Section A/Intake 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.

Competencies

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 Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by overseeing the development of standardized responses to complex policy and regulatory interpretation questions. The Supervisor I (S I) directs, plans, organizes, and coordinates the functions of staff of the Intake Unit. The S I collects and oversees statistical information and reports; assists with creating and maintaining statistical reports and data, determining complaint jurisdiction, conducting initial assessments, and completing investigations; reviews correspondence and reports; prepares for and attends hearings; and travels statewide. Due to the critical nature of the responsibility of the Investigation Section, attention to detail and accuracy in all manner of documentation and information is required.

The incumbent works under the general direction of the Supervising Special Investigator II (SSI II).

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: Up to 5%
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

30% Provides direct oversight of the day-to-day operations of the work staff. Monitors, supervises, and directs the functions of all staff. Supervises and assists with the collection, maintenance, accuracy, and reporting of statistical information and trend analyses, conversion to new database(s) or other tracking mechanisms, initial assessment of complaints, compliance with diversion programs, revision and drafting of written policies and procedures, and review of requests for reconsideration. Acts as the quality control manager for the section's maintenance, collection, and reporting of statistical information; templates; and written policies and procedures. Creates and supervises efforts to create reports and trend analysis related to statistical information. Oversees and completes electronic and manual statistical related projects. Completes and supervises responses to subpoenas, public records act and information practices act requests, and special projects and assignments. Monitors investigative workload trends, production, and allocation of staffing resources. Assesses practices by staff and provides training and guidance to effect accurate, efficient, and timely operations. Participates in the drafting of administrative related documents and development of workload and fiscal impact statements to provide to management, the public, the Department of Finance, and legislative staff.

30% Oversees the review of reconsiderations and evaluations of rehabilitation evidence. Supervises investigations of complaints against Certified Nurse Assistants, Home Health Aides, and Certified Hemodialysis Technicians, certificate holders and applicants. Determines jurisdiction over complaints, which encompass all manner of unprofessional conduct, including, but not limited to, patient abuse, negligence, misappropriation of property, and fraudulent activities. Evaluates confidential and classified criminal offender record information obtained from the Department of Justice, arrest reports, court documents and/or evidence of rehabilitation. Reviews and signs off on completed investigations and approve administrative disciplinary actions. Reviews and evaluates complaint investigation methods to ensure disciplinary action meets the burden of proof required to uphold the recommendation and is appropriate based on the evidence. Reviews and evaluates completed investigations for compliance with all applicable State and Federal statutes and regulations. Establishes caseloads and prioritizes assignments for staff.

Meets and confers with Section Chief on investigation processes and respond to questions regarding program functions and assignments. Works with the Department of Justice and other law enforcement agencies including local District Attorney offices to foster cooperation and

sharing of information on case investigations.

15% Works closely with the Investigation Section Chief and staff at all levels in reviewing existing processes, practices, and procedures to apply lean thinking and lessons learned to promote efficiency and effectiveness; problem solving; interpreting and recommending revisions of State and Federal statutes/regulations; and developing procedures to provide clarification for staff, certificate holders, and providers.

10% Coordinates requests for Administrative Appeal Hearings with the Office of Legal Services and Office of Administrative Hearings and Appeals. Directs and assists staff with planning and identifying tactics for use during administrative appeal hearings. Reviews administrative hearing decisions to identify trends and provide training and input to staff. Assists staff in preparing for and defending cases at administrative hearings. Trains staff in hearing techniques and makes determinations for settlements, when appropriate.

10% Travels statewide to care facilities and other locations to attend training, meetings, administrative hearings, and presentations; mentors and/or trains staff; oversees investigations; conducts interviews; collects/reviews evidence; and prepares witnesses for hearings. On a case-by-case basis, overnight travel for one or more nights is required.

Marginal Functions (including percentage of time)

5% Other duties as requested.

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: Daren Saechao
 Date: 5/21/2026