

State of California
DUTY STATEMENT



California Department of
State Hospitals

SH3002 (Rev. 02/2020)

RPA Control No.#

C&P Analyst Approval
FA

Date
4/22/2026

Employee Name		Division Department of State Hospitals-Metropolitan		
Position No / Agency-Unit-Class-Serial 487-500-4800-xxx		Unit Executive		
Class Title Supervisor I		Location Executive Division		
SUBJECT TO CONFLICT OF INTEREST <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CBID S01	WORK WEEK GROUP E	PAY DIFFERENTIAL	OTHER

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under supervision of the Executive Director, the Supervisor I (Hospital Communications Director) oversees the hospital communications activities and all other related work. The Hospital Communications Director is responsible and knowledgeable of relevant State and Federal laws, DSH policies, Volunteer Services, Employee Assistance Program, Patient Council, Patient's Rights, HIPAA, and public information issues including serving as Public Records Act Request Coordinator. Assumes leadership of hospital-wide and statewide work groups and committees assigned to develop or improve employee services, public communication, and hospital policies and procedures

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
------------------------------------	--

ESSENTIAL FUNCTIONS

40%

Directs the functions of the DSH – Metropolitan Public Information Office for all media related activities, researches and prepares informational statements for events that draw media attention and initiates television, radio, internet, and newspaper reporter's inquiries. Direct inquiries from and prepare or facilitate replies to the public, employees, family members of patients who are or may be hospitalized at MSH, or other agencies and elected officials. Consults with and works under the direction of the Executive Director and DSH Communications and External Affairs.

Reviews requests and coordinates Hospital tours for the Executive Director Oversees the Executive Director's communication program providing Department/Hospital informational messaging, notifications, and updates via electronic media, MSH All Notifications, MSH Weekly Bulletin, MSH Newsletter, and Week Ahead Report (WAR). Manages information content and updates of Hospital's websites in collaboration with DSH Webmaster.

Reviews and seek approval for hospital-wide and community special events: Retirement, State Service and Outstanding Achievement Awards Ceremony. Employee Appreciation Day; Day of Remembrance; Special Recognitions and Awards. Other events and correspondence as directed by the Executive Director.

Initiates confidential files on all Headquarters Reportable incidents, and acts as liaison

35%	<p>between the Hospital and DSH regarding the reports and information requests. Serves as Public Records Act (PRA) Coordinator. Research and gathers documentation in response to PRA requests in collaboration with DSH Legal and DSH PRA Coordinator. Functions as the designated Public Information Officer (PIO) for Hospital Incident Command System (HICS). Participates in emergency preparedness events and collaborates with emergency alerting agencies such as Nixle, California Health Alert Network (CAHAN), and MSH All emergency advisement processes. Networks with community groups, representatives, and individuals and participates in community events and forums to develop and improve positive and collaborative relationships with the local community.</p>
20%	<p>Collaborates with other Hospital Communication Offices across DSH as well as the DSH – Office of Communication on statewide initiatives. Participates in workgroups as a representative of DSH – Metropolitan.</p>
5%	<p><u>MARGINAL FUNCTIONS</u></p> <p>Other duties as assigned consistent with the classification.</p>
Other Information	<p>SUPERVISION RECEIVED The Supervisor I (Hospital Communications Director) is under the general direction of the Executive Director</p>
	<p>SUPERVISION EXERCISED The Supervisor I (Hospital Communications Director) supervises three Analyst II positions within the Executive Suite</p>
	<p><u>KNOWLEDGE AND ABILITIES</u></p> <p>Knowledge of: Principles, practices, and trends of public and business administration, management, and supportive staff services; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the state and local level; a supervisor/manager's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment which is free of discrimination and harassment.</p> <p>Ability to: Reason logically and creatively utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex departmental program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively promote equal opportunity in employment while maintaining a work environment that is free of discrimination and harassment.</p> <p><u>SPECIAL REQUIREMENT</u> Ability to:</p>

REQUIRED COMPETENCIES**PHYSICAL**

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

CPR

Maintains current certification.

SITE SPECIFIC COMPETENCIES

-

TECHNICAL PROFICIENCY (SITE SPECIFIC)

-

LICENSE OR CERTIFICATION - not applicable**TRAINING - Training Category = Type II General**

The employee is required to keep current with the completion of all required training.

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PIH) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

WORKING CONDITIONS

EMPLOYEE IS REQUIRED TO:

- Report to work on time and follow procedures for reporting absences;
- Maintain a professional appearance;
- Appropriately maintain cooperative professional, and effective interactions with employees, patients/clients, and the public.
- Comply with hospital policies and procedures.
- The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital.

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and can safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee's Signature

Date

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

Supervisor's Signature

Date