

DUTY STATEMENT

DS 3022 (05/2026)

**DEPARTMENT OF DEVELOPMENTAL SERVICES
POPULATION RISK, QUALITY ASSURANCE, AND DATA OPERATIONS
RISK MANAGEMENT BRANCH
RISK MANAGEMENT AND ANALYSIS SECTION**

DUTY STATEMENT

JOB TITLE: MANAGER I**POSITION #:** 472-540-4969-908**WORKING TITLE:** Section Chief**EMPLOYEE NAME:**

POSITION DESCRIPTION: The Manager I oversees Special Incident Reporting (SIR) and Risk Management analytical and operational functions related to incident management, regulatory reporting requirements, trend analysis, performance monitoring, and statewide risk oversight activities. The position is responsible for managing activities associated with the review and analysis of quantitative and qualitative data, which includes; SIRs, General Event Reports (GERs), high-risk incidents, reporting trends, and related incident management systems data to identify emerging risks, support mitigation strategies, and drive positive outcomes for individuals and families served. The Manager I collaborates closely with but not limited to Risk Management Branch Leadership, Community Operations, Clinical Services, State Operated Facilities, Regional Centers, as well as other internal and external partners to support alignment of reporting practices and the implementation of regulatory requirements required under recent Title 17 Special Incident Reporting regulatory updates and evolving federal requirements related to the Home and Community Based Services (HCBS) Access Final Rule. The position also assists in development of current and future systems, including the Life Outcomes Improvement System (LOIS), by identifying opportunities for enhanced reporting functionality, operational efficiencies, and improved system performance. In addition, the position supports policy development, operational and programmatic decision-making, and quality improvement efforts through data-informed analysis, cross-system coordination, and oversight of statewide reporting and compliance reporting activities.

SUPERVISION EXERCISED: This position provides direct supervision of professional level staffing.

SUPERVISION RECEIVED: Under general direction of the Chief of the Risk Management Branch.

EXAMPLES OF DUTIES:

Essential Job Functions:

- 30% Supervise, organizes, and plan the work of staff and contracted entities responsible for gathering statewide incident reporting data, compliance tracking, analytical review activities, and related Risk Management deliverables. Provides direction, oversight, and support to staff responsible for incident management activities, reporting compliance functions, service quality improvement efforts, and related Risk Management deliverables used to support statewide operations and external
- 30% Serves as a liaison and subject matter resource to internal and external partners regarding Special Incident Reporting (SIR), Risk Management procedures, reporting requirements, and incident management practices. The position coordinates and delivers technical assistance, trainings, presentations, and guidance materials to Regional Centers, departmental programs, and other stakeholders to support consistent implementation of reporting requirements, regulatory expectations, and statewide Risk Management practices. The Manager I provides consultation related to compliance concerns, reporting processes, quality improvement activities, and operational challenges impacting incident management functions. The position also collaborates with program areas and external partners to identify operational needs, support process improvements, and promote consistent application of departmental procedures and policies.
- 20% Reviews staff assignments, monitors workload and timelines, identifies training and operational needs to support evolving Branch and departmental priorities related to Special Incident Reporting (SIR) and Risk Management activities. The Manager I supports staff development in areas including reporting requirements, incident management practices, compliance activities, community coordination, and implementation of departmental procedures and operational expectations.
- 10% Evaluates operational initiatives, reporting activities, and operational improvement efforts related to Special Incident Reporting (SIR) and Risk Management to ensure alignment with departmental priorities, regulatory requirements, and statewide operational objectives. Serve as a subject matter expert on reporting, compliance, and provides technical assistance to support department operational activities are conducted in accordance with applicable laws, regulations, policies, and departmental standards.
- 5% Oversees staff responsible for development, review, coordination, and dissemination of Risk Management deliverables, including guidance materials, training resources, presentations, reports, procedural documents, and stakeholder communications. The position reviews staff work products to ensure consistency, accuracy, quality, and alignment with departmental procedures, regulatory requirements, and statewide Risk Management objectives. The Manager I also coordinates implementation and distribution of operational guidance and informational materials to support statewide consistency in incident management and reporting practices.

Marginal Job Functions:

5% Occasional coverage for branch management and supervisors during leave. Other duties as assigned within the scope of the classification.

WORKING CONDITIONS: Onsite work is performed in an open-spaced, partitioned office environment. The office is located in a multi-story building in downtown Sacramento. Work requires the use of a computer. Occasional daytime and overnight statewide travel may be required. This position is a hybrid, in-office/telework position, and may be subject to change. Incumbent can be required to report to the office, or any designated location at any time. Telework agreements can be modified and/or cancelled at any time.

DESIRABLE QUALIFICATIONS:

Knowledge of: The Lanterman Developmental Disabilities Services Act and the Department's service delivery system; principles and practices of public administration, program management, employee supervision, staff development, and training; statewide incident management, compliance monitoring, risk mitigation, and operational oversight activities; legislative and regulatory processes; departmental goals, policies, and procedures related to Risk Management and Special Incident Reporting; governmental functions at the state and local level; community partner collaboration and technical assistance; and a supervisor/manager's responsibility for promoting equal opportunity and maintaining a work environment free from discrimination and harassment.

Ability to: Supervise, lead and train subordinate managerial staff. Develop and maintain cooperative relationships with other divisions and outside entities. Cultivate a culture of continual learning and improvement; communicate effectively with individuals and groups; provide expert consultation on the feasibility impact or potential of a variety of operations, projects or proposals to the department and to other organizations; analyze and make recommendations; reason logically and apply critical thinking skills; analyze and make recommendations; plan and carry out projects/assignments; prepare and present technical reports; participate in teams as a leader or team member; establish and maintain supportive, cooperative and harmonious relationships with others; think strategically and anticipate future challenges and opportunities; communicate ideas, expectations, and feedback clearly and concisely and to foster open and transparent communication; ability to adapt in the face of change and uncertainty; and strong decision-making and problem-solving skills.

CERTIFICATION OR LICENSE: None

Employee Name
(Print)

Employee Signature

Date

Supervisor Name
(Print)

Supervisor Signature

Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.