

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



Box reserved for Personnel Section

	RPA #	Position Control Approval: cm	Date: 6/3/2026
Employee Name	Division Hospital Administration		
Position No / Agency-Unit-Class-Serial 455-500-4801-001	Unit Hospital Administration		
Class Title Ancillary Patient Support Manager (Supervisor II)	Location Department of State Hospitals - Atascadero		
Subject to Conflict of Interest <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CBID S01	Work Week Group E	Class Ranges

MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Under the supervision and oversight of the Assistant Hospital Administrator (AHA), performs complex and varied managerial duties in support of effective facility operations.

The Supervisor II is responsible for planning, organizing, directing, and supervising the assigned sections of Hospital Administration. The Supervisor II serves as the principal policy advisor on matters related to Nutrition services and the Health Information Management Department (HIMD). The incumbent establishes and carries out hospital goals that are consistent with the department's objectives, develops and implements policies, develops and modifies work processes to meet performance goals, assesses work performance, provides consultation, coaching, and guidance to subordinate managers, and controls resources.

50%	<p>ADMINISTRATIVE RESPONSIBILITY</p> <p>Serves as a liaison between Hospital Administration and clinical leadership on issues related to patient nutrition care and patient medical records management. Manages the facilities' privacy program and has direct oversight of investigations related to patient and workforce matters.</p> <p>Provides technical and procedural consultation and advice to all levels of the hospital's staff in areas related to Nutrition Services, Health Information Management, and Privacy. Provides policy evaluations and makes recommendations on issues arising from new and expanding programs, legislation, and regulations.</p> <p>Assists Hospital Administration in developing short and long-term policies and strategic plans relative to all facets of administrative services. Establishes action plans that include the Hospital's goals, strategic objectives, strategies, and performance measures. Is assigned various responsibilities and is accountable for carrying out assignments. Leads and coordinates special projects. Prepares and directs the preparation of complex reports and correspondence for Hospital Administration to external entities and control agencies, often of a sensitive and confidential nature, which have department-wide impact.</p>
-----	--

	<p>Researches and analyzes statistical data available from the hospital's information systems. Is familiar with sources of data and the reliability of those sources upon which administrative, fiscal, and treatment decisions are made. Prepares clear, concise and comprehensive statistical reports.</p> <p>Participates in statewide workgroups related to new system development and implementation. Leads, coordinates, and manages special projects; identifies and communicates with stakeholders; prepares project status reports; and makes recommendations on project scope adjustments and funding requests if necessary. Performs other duties as assigned.</p> <p>Oversees all reports of privacy violations or potential violations to Standards Compliance, as well as DSH headquarters and regulatory authorities, as required. Initiates, facilitates, and promotes privacy awareness hospital-wide.</p>
30%	<p>PERSONNEL MANAGEMENT AND SUPERVISION</p> <p>Assigns projects and reviews work accomplishments based on knowledge of department-wide goals, objectives, and priorities; develops technical expertise and decision-making skills of subordinate staff through training, discussion, coaching, and critique; provides functional direction to staff of program divisions engaged in patient clinical nutrition care, food production, cafeteria services, privacy, and patient medical record management.</p> <p>Sets goals and objectives, plans utilization of allocated resources, assigns priorities, identifies necessary changes in procedures and equipment, balances workload, and justifies additional staff and other resources when necessary.</p> <p>Fosters a positive and productive work environment; ensures safety and security protocols are being abided by department personnel; monitors departments' performance evaluation and training statistics, and aids if necessary.</p>
10%	<p>LEADERSHIP/REPRESENTING THE DEPARTMENT</p> <p>Represents the hospital in meetings and serves as a liaison on policy matters with departmental staff, control agencies, and other outside parties. Formulates, implements, and recommends policy in a variety of functional areas. Attends the Policy Management Committee, Emergency Preparedness Committee, Documentation Management Committee, and other task force groups/committees.</p> <p>Acts for the Assistant Hospital Administrator in their absence.</p>
10%	<p>INTERPERSONAL RELATIONSHIPS</p> <p>Interacts regularly with all levels of management, supervisors, and employees within the department and agency. Contacts various local, county, state, and federal governmental agencies and may represent the hospital before community entities.</p>
Other	<p>Supervision Received: Manager II (Assistant Hospital Administrator)</p>

Information	<p>Supervision Exercised: Hospital Administrative Resident II Supervisor I (HIMD Director) Analyst II (Privacy Officer)</p> <p>KNOWLEDGE AND ABILITIES:</p> <p>KNOWLEDGE OF: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, and management analysis, planning, program evaluation, or related areas; 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; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.</p> <p>ABILITY TO: Reason logically and creatively and 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 Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives.</p> <p>REQUIRED COMPETENCIES</p> <p>ANNUAL HEALTH REVIEW All employees are required to have an annual health review and TB test or whatever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.</p> <p>INFECTION CONTROL Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.</p> <p>SAFETY Actively supports a safe and hazard free workplace through practice of personal safety vigilance in the identification of safety or security hazards. CPR Maintain current certification as indicated by local facility.</p>
-------------	--

THERAPEUTIC STRATEGIES AND INTERVENTIONS

Applies and demonstrates knowledge of correct methods in the management of assaultive behavior as taught in Therapeutic Strategies and Interventions (TSI).

DIVERSITY, EQUITY, AND INCLUSION

Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintain and safeguard the privacy and security of patient's protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPPA and all other applicable privacy laws.

THERAPEUTIC RELATIONSHIPS / RELATIONSHIP SECURITY

Demonstrates professional interactions with patients and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

SITE-SPECIFIC COMPETENCIES

The Supervisor II is responsible for ensuring that food expenditure remains within annual fiscal allocations, state personnel policies and procedures are adhered to, state contracting policies and guidelines are followed, and all operations are compliant with bargaining units' agreements and rules and regulations set forth by the Hospital, local, state, and federal agencies.

TECHNICAL COMPETENCIES

This position utilizes various office equipment and computers; must have a working knowledge and be able to operate calculators, computers, printers, copiers, telephones, and fax machines; demonstrates proficiency in developing and using automated reports, spreadsheets, and databases; and understands and follows HIPAA requirements. Maintains working knowledge of ADT, PaRTS, Plato Data Analyzer, and Adobe.

LICENSE OR CERTIFICATION - None

TRAINING CATEGORY - 4

The employee is required to keep current with all required training.

The employee is required to complete mandated leadership training and development curriculum for CEAs, managers, and supervisors upon initial appointment as outlined in Government Code Section 19995.4.

PHYSICAL DEMANDS – See attached

	<p>WORKING CONDITIONS: Report to work on time and follow procedures for reporting absences. Maintain a professional appearance. Appropriately maintain cooperative, professional, and effective interactions with employees, individuals, and the public.</p> <p>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.</p>
	<p>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).</p> <p>_____</p> <p>Employee Signature _____ Date</p> <hr/> <p>I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.</p> <p>_____</p> <p>Supervisor's Signature _____ Date</p> <p>_____</p> <p>Reviewing Supervisor's Signature _____ Date</p>

**Physical Requirements of Position
Supervisor II (4801) Ancillary Patient Support Manager**

Activity	Never/Rarely < 5 min.	Infrequently 5-30 min.	Occasionally 31 min.-2.5 hrs.	Frequently 2.5-5.0 hrs.	Constantly > 5 hrs.	Comments
Interacting/communicating: Face-to-face with public	X					
By phone with public		X				
With inmates, patients, or clients	X					
With co-workers				X		
Supervising staff					X	
Lifting/Carrying						
0 - 10 lbs.		X				
11 - 25 lbs.		X				
26 - 50 lbs.		X				
51 - 75 lbs.	X					
76 - 100 lbs.	X					
100 + lbs.	X					
Sitting					X	
Standing			X			
Walking		X				
Running	X					
Crawling	X					
Kneeling	X					
Climbing	X					
Squatting	X					
Bending (neck)			X			
Bending (waist)		X				
Twisting (neck)			X			
Twisting (waist)		X				
Reaching (above shoulder)		X				
Reaching (below shoulder)		X				
Pushing & Pulling		X				
Power Grasping	X					
Handling (holding, light grasping)			X			
Fine fingering (pinching, picking)	X					
Computer use (keyboard, mouse)					X	
Walking on uneven ground		X				
Driving	X					
Operating hazardous machinery	X					
Exposure to excessive noise	X					
Exposure to extreme temp.	X					
Exposure to dust, gas, fumes, or chemicals	X					
Working at heights	X					