

**Department of Health Care Access and Information  
Proposed Duty Statement**

<b>Employee Name</b> Vacant	<b>Organization</b> Office of Health Workforce Development Operations Branch Program Delivery and Communications Section 
<b>Position Number</b> 441-221-4801-001	<b>Telework Option</b> Hybrid
<b>Classification</b> Supervisor II	<b>Working Title</b> Program Delivery and Communications Section Chief
<b>Supervision Exercised</b> Directly; 2-Supervisor I, Indirectly; 5-Analyst II; 1-Analyst I; 3-Health Program Spec I; 1-Retired Annuitant, Consultants	<b>Location</b> Sacramento
<b>Conflict of Interest:</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<b>Fingerprint/Live Scan:</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>Revision Date</b> June 2026	<b>Effective Date</b>

**Mission and Vision**

HCAI is a leader in collecting data and disseminating information about California's healthcare landscape, promoting an equitably distributed health workforce, and publishing valuable information. The Department does this through five program areas - Affordability, Workforce, Data, Facilities, Financing.

HCAI's mission is to expand access to quality, equitable, affordable health care for all Californians by supporting high value delivery systems, resilient health facilities and workforces, and actionable health information and strategies.

HCAI's vision is a healthier California where all receive equitable, affordable, and quality health care.

**General Description**

Under the general supervision of the Operations Branch Chief, the Supervisor II, Program Delivery and Communications Section Chief, provides strategic leadership over the Office of Health Workforce Development's (OHWD) project management, communications, and digital strategy efforts. This position provides strategic oversight of complex, cross-functional behavioral health and related initiatives and projects, and supervises staff and contractors responsible for project implementation, internal and external communications, and digital tool development. The Supervisor II leads the development of standard operating procedures and tracking tools to promote transparency and efficiency. The

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incumbent collaborates with HCAI program and administrative partners—including the Office of Technology Services (OTS), Directors Office Communications, Legal, and Office of Administrative Services (OAS)—to ensure alignment with department priorities, technology infrastructure, and branding standards. The incumbent represents the Office in high-level stakeholder and interagency meetings, and advances inclusive, data-informed approaches to workforce development communications and outreach.

### **Essential Job Functions**

#### **35% Project, Portfolio, and Digital Strategy Oversight**

Oversee and provide guidance to the Supervisor I over the Project Management Unit, responsible for managing projects that support OHWD's operational and strategic goals. Oversee contractors, portfolio tracking tools, project plans, deliverables, and timelines to ensure timely and effective project implementation. Monitor risk, scope, and interdependencies across projects, inform OHWD leadership of current and projected portfolio strategies, including elevating issues and achievements. Collaborate with other HCAI Offices—including OTS, OAS, and Legal—to align project execution with budget, technology, procurement, and legal requirements. Provide strategic direction to ensure project outcomes support HCAI's workforce development goals. Oversee OHWD's digital strategy with OTS to scope, prioritize, and implement digital solutions such as websites, portals, customer relationship management systems, data tools and other technology-enabled platforms. Translate business needs into project charters, user stories, requirements, and testing protocols. Oversee digital tool implementation, user training, communications, and change management to ensure sustainable adoption. Monitor digital performance metrics to inform continuous improvement, future investments, and alignment with departmental strategic priorities.

#### **30% Communications Oversight and Strategy**

Oversee and provide guidance to the Supervisor I over the Communications Unit, responsible for OHWD's internal and external communications strategy, ensuring all materials align with HCAI's mission, branding, accessibility, and legislative guidelines. Monitor risk, scope, and interdependencies across projects; and inform OHWD leadership of current and projected communication strategies, including elevating issues and achievements. Oversee contractors, communication plans, deliverables, and timelines to ensure timely and effective communications delivery, including factsheets, reports, social media content, presentations, web content, and public engagement materials. Collaborate with HCAI's Director's Office Communications to ensure clearance, alignment with enterprise-wide campaigns, and adherence to design and accessibility standards. Coordinate responses to public inquiries, media requests, and legislative needs. Develop, recommend, and oversee communications strategies that elevate OHWD's visibility and foster public understanding of workforce development initiatives.

#### **20% Staff Oversight and Development**

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Provide strategic leadership and oversight to staff responsible for delivering complex program activities and communications functions. Plan, organize, and direct section-level operations to ensure effective implementation of OHWD program priorities and statewide initiatives. Establish and communicate performance expectations, operational standards, and workload priorities across the section. Ensure performance management procedures are followed and staff evaluations are prepared and discussed with staff in a timely and meaningful manner. Direct staff development by identifying skill gaps, coordinating targeted training, and promoting continuous learning to support effective program delivery and high-quality communications. Oversee preparation, review, and approval of hiring and recruitment packages. Ensure compliance with Bargaining Unit agreements, hiring practices, policies, and procedures. Foster a collaborative, inclusive work environment that encourages accountability, clear communication, cross team coordination, and proactive problem solving.

### **10% Cross Collaboration and Representation**

Represent OHWD in internal and external stakeholder meetings, cross-office working groups, and interagency initiatives. Act as liaison to California Health and Human Services Agency, external contractors, community partners, and workforce associations. Ensure projects and communication efforts are inclusive, data-informed, and responsive to stakeholder needs. Integrate equity-focused practices into communications, digital strategies, and project outcomes.

### **Marginal Job Functions**

#### **5% Other Duties as Assigned**

Perform other related duties that are within the scope of this classification, as required.

### **Physical Demands**

Must be able to perform the duties contained in this duty statement with or without reasonable accommodation.

### **Working Conditions**

Requires prolonged sitting, use of telephone and computer, frequent contact with employees and the public, and mobility in various employee work areas and other areas of the Department. Some travel may be required. Must be able to be contacted after normal business hours of 8:00 a.m. to 5:00 p.m.

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**Employee Statement**

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of this duty statement.

<b>Employee Name</b>	<b>Employee Signature</b>	<b>Date Signed</b>

**Supervisor Statement**

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

<b>Supervisor Name</b>	<b>Supervisor Signature</b>	<b>Date Signed</b>