

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Licensing Program Manager I - (Bilingual - Spanish)

POSITION NUMBER:

876-8222-400

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

CCLD/ Child Care

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

San Jose RO

SUPERVISOR'S NAME:

Juvenal Moctezuma

SUPERVISOR'S CLASS:

Licensing Program Manager II (RM)

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☒ Designated under Conflict of Interest Code.
- ☒ Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. (Explain below)
- None
- ☒ Other (Explain below)
- Fingerprint clearance required by DOJ/FBI

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

None

☒ Supervisor

Lead Person

Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

5-9 LPA's

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division to promote the health, safety, and quality of life of each person in community care through the administration of an effective, collaborative regulatory enforcement system.

The core mission of the Child Care Program is to ensure the health and safety of children in care. The Child Care Program strives to provide preventive, protective, and quality services to children in care by ensuring that licensed facilities meet established health and safety standards through monitoring facilities, providing technical assistance, and establishing partnerships with providers, parents, and the child care community.

CONCEPT OF POSITION:

The Licensing Program Manager I (LPM I) is responsible for supervising a unit of Licensing Program Analysts (LPA). The LPM I may provide direction to the office and supervise the unit clerks. The LPM I assigns licensing responsibility to various LPAs, provides direction and technical assistance to the LPA and monitors and evaluates LPA performance. The LPM I reviews staff work to ensure conformity with policies and procedures; holds informal hearings with facility operators; provides consultation and directions to LPAs; and may occasionally be assigned to lead or participate in special projects or task forces related to changes in organization, regulations, policy, and procedures. Travel required.

A. RESPONSIBILITIES OF POSITION:

25% Supervises the workload assignments and staff assigned to a geographical area or program.

Performs Quality Assurance reviews by analyzing and monitoring actions of LPAs to ensure conformity to, consistency in, and uniform application of licensing regulations. Makes site visits with LPA in response to complaints, disagreements or appeals to LPM I for decisions.

Plans and conducts individual and group in-service training to correct performance deficiencies and to explain new procedures, regulations, and policies. Assigns out-service training as needed. Conducts regular staff meetings.

Reviews complaints pertaining to facilities, assigns priorities for each complaint and ensures all complaints are investigated within 10 working days.

25% Provides technical assistance and managerial direction to LPAs. Communicates regularly with LPAs both individually and through distribution of reports, other written materials, and unit meetings. Provides and plans appropriate LPA training.

Reviews monthly in-take and production reports from LPAs. Analyzes the reports, determines trends and workload fluctuations and backlogs, and proposes and implements corrective actions.

10% Acts as the Regional, Program, Division, or Department representative with other agencies. Meets with the Regional Manager on a regular basis.

10% Interviews new LPAs, handles issues dealing with staff relations, evaluates LPA performance and prepares Merit Salary Adjustments and other related personnel matters. Prepares Employee Development Appraisals and performance reports.

10% Meets with Division investigators, auditors, and attorneys to discuss cases that are being prepared for administrative action. Provides technical guidance to LPAs in developing referrals to the Legal Division. Meets with facility operators at informal conference to discuss violations of licensing statute regulations. Reviews civil penalty citations for accuracy and recommends modification or enforcement action to the Regional Manager. Provides technical assistance in Small Claims action.

10% Bilingual duties including using bilingual skills to act an English/Spanish interpreter as needed on visits and in meetings with Licensees/public. Overseeing, assisting and investigating (in English and/or Spanish) serious incidents and complaints in licensed facilities. Occasionally assist in translating letters, correspondence and other documents written in Spanish received by the Regional Office. Assist LPAs in conducting visits to facilities dealing with complaint and evaluation visits where Spanish is the primary language spoken.

5% Attends staff meetings, makes presentations, prepares special reports, completes special assignments, travels to other offices, and community care facilities, and develops office procedures.

5% Performs other duties as assigned.

B. SUPERVISION RECEIVED:

The LPM I works under the direction of the Regional Manager (LPM II). The LPM I staffs problem cases with the Regional Manager, receives consultation on sensitive issues, and receives general direction on district goals and priorities.

C. ADMINISTRATIVE RESPONSIBILITY:

Assigns licensing responsibility for geographic area or program with consent of Regional Manager. Recommends to Regional Manager use of resources, equipment, and controls.

D. PERSONAL CONTACTS:

May call informal conference in which licensees bring in an attorney or public official. Meets with various community and social organizations on licensing issues such as closure of facilities providing poor care.

E. ACTIONS AND CONSEQUENCES:

LPM I reviews LPA decisions and hears appeal to civil penalties and disagreements between the LPA and licensee. Manager informs Regional Manager on actions to close facilities.

Failure to monitor LPA work may result in inability to close facilities, liability for inappropriate administrative action and failure to protect clients of facilities from abuse, neglect, injury or even death.

F. OTHER INFORMATION:

Must be able to objectively handle complex licensing issues and diplomatically work with facility operators, community agencies, and irate public. Travel required.

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A. RESPONSIBILITIES OF POSITION:

30% Supervises the workload assignments and staff assigned to a geographical area or program.

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Plans and conducts individual and group in-service training to correct performance deficiencies and to explain new procedures, regulations, and policies. Assigns out-service training as needed. Conducts regular staff meetings.

Reviews complaints pertaining to facilities, assigns priorities for each complaint and ensures all complaints are investigated within 10 working days.

25% Provides technical assistance and managerial direction to LPAs. Communicates regularly with LPAs both individually and through distribution of reports, other written materials, and unit meetings. Provides and plans appropriate LPA training.

Reviews monthly in-take and production reports from LPAs. Analyzes the reports, determines trends and workload fluctuations and backlogs, and proposes and implements corrective actions.

15% Acts as the Regional, Program, Division, or Department representative with other agencies. Meets with the Regional Manager on a regular basis. Receives and responds to telephone calls from the public.

10% Interviews new LPAs, handles issues dealing with staff relations, evaluates LPA performance and prepares Merit Salary Adjustments and other related personnel matters. prepares Employee Development Appraisals and performance reports.

10% Meets with Division investigators, auditors, and attorneys to discuss cases that are being prepared for administrative action. Provides technical guidance to LPAs in developing referrals to the Legal Division. Meets with facility operators at informal conference to discuss violations of licensing statute regulations. Reviews civil penalty citations for accuracy and recommends modification or enforcement action to the Regional Manager. Provides technical assistance in Small Claims action.

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