

Department of Health Care Access and Information Duty Statement

Employee Name Vacant	Organization Office of Health Information Community Impact Branch Policy, Operations, and Community Engagement Section 
Position Number 441-507-4802-XXX	Telework Option Hybrid
Classification Manager II	Working Title Policy, Operations, and Community Engagement Section Chief
Supervision Exercised Supervises Supervisor II's and Supervisor I positions.	Location Sacramento
Conflict of Interest: Yes ☒ No ☐	Fingerprint/Live Scan: Yes ☐ No ☒
Revision Date June 2026	Effective Date

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 administrative direction, reporting directly to the branch chief, the Manager II manages the day-to-day operations and provides supervision and support to managers and staff of the Office of Patient Advocate, Administrative and Management Services, and the Policy and Governance Group. These programs are responsible for the personnel services, office operations as well as policy and stakeholder engagement activities.

As a member of the OHI leadership team, the Manager II takes an active role in supporting the implementation of OHI's strategic direction to meet its programmatic goals, and leads efforts to implement internal policies and procedures and external programs.

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Essential Job Functions

25% Community Impact/Engagement

Coordinate existing public facing activities across to the programs in the branch and identify additional opportunities for community engagement to create a comprehensive stakeholder engagement plan aimed at supporting strategic community impact goals. Work across offices to leverage other existing community impact work and coordinate activities with offices and the director's office where appropriate. Engage users (stakeholders, Californians, staff, etc.) in Human Centered Design process to support defining, prioritizing and road-mapping the branch community impact body of work. Define success metrics and collect baselines for community impact goals. Create a tracking mechanism to easily visualize progress towards goals.

20% Committee Management & Communications

Responsible for creating and carrying out an effective communication plan for the branch and office. Work with all OHI program areas to identify, design, vet, and publish external content . Drive effective alignment of content, design, and other external communication elements to ensure OHI products and services are appropriately marketed to, and effectively utilized by, clients. Proactively collaborate with HCAI Communications and Planning Group on social media and other campaigns that can help the office achieve its strategic objectives.

Oversee administration of OHI public committees and meetings. Maintain positive relationships with committee members. Responsible for ensuring meetings are accessible for public participation, including ensuring the appropriate and effective management of public meetings, materials, public notices, and webpages under the Bagley-Keene Open Meeting Act and in compliance with government accessibility requirements.

Act as the OHI liaison for press and communication inquiries, in coordination with HCAI Communications and Planning Group. As requested, represent OHI before the public in matters related to OHI.

20% Policy Administration

Oversee and administer all aspects of office-wide policy analysis, development, implementation, and oversight. Ensure proactive environmental scans of California legislation, Federal legislation, and other policies impacting OHI programs are completed regularly; formulate, analyze, and make recommendations to OHI senior management to support program administration and strategy; monitor implementation.

Responsible for promulgation of regulatory changes and analyses of pending legislation that impact OHI programs. Oversee legislative analysis, budget change proposals, and other policy analysis and development. Design, develop, implement, and monitor new programs, and changes to existing programs, to meet new legislative mandates and requirements, working in collaboration with OHI program managers and other HCAI offices.

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Act as the OHI liaison for legislative and budget inquiries, in coordination with HCAI Legislative Affairs. As requested, represent OHI before other governmental agencies in legislative and budget matters related to OHI.

15% Personnel and Management Services

Provide leadership and oversight on all OHI hiring, recruitment, promotion and retention activities. Ensure OHI administers efficient and effective hiring, promotion and retention standards and processes budgets, that are in alignment with HCAI Human Resources and CalHR practices. Serve as the OHI Liaison with the HCAI Human Resources Chief to coordinate across hiring and recruitment activities.

Lead over OHI training and personnel budget. Proactively build relationships with HCAI Training Coordinator to align across OHI training opportunities. Oversee the administration of personnel budget; proactively monitor and make recommendations to office leadership about issues that may impact service delivery across the enterprise.

15% Office Culture Administration

Plans, organizes, directs, and implements programs, projects, policies, and strategies to enhance OHI office culture, supporting HCAI's mission, goals and organizational values. Evaluates internal practices, including meeting management, communication strategies, change management approaches, and staff development to promote an effective, efficient, and sustainable workplace.

Leads the administration of the section's operational plan, ensuring routine reporting on key performance indicators and ongoing maturation of strategic priorities. Promotes transparent, accessible performance measurement and fosters a culture of accountability.

Ensure diversity, equity, and inclusion are integrated into OHI planning, hiring, training, and project development. Ensures alignment with departmental priorities and promotes training, mentorship, and staff recognition opportunities.

Marginal Job Functions

- 5%** Performs related duties, special assignments, and program support activities consistent with the classification and level of responsibility of the position.

Physical Demands

Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

Working Conditions

Requires use of computing devices and phones, frequent face-to-face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department, occasional travel and overnight stays to

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training/conferences or the Los Angeles field office may also be required, and work hours may deviate from core business hours based on the service requirements of the Department.

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.

Employee Name	Employee Signature	Date Signed

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.

Supervisor Name	Supervisor Signature	Date Signed