DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Dental Program	CLASSIFICATION TITLE Health Program Manager III				
	WORKING TITLE				
	COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): _____ AM to _____ PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)	EFFECTIVE DATE				

California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.

CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.

Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.

PRIMARY DOMAIN:

Under the direction of the Chief Executive Officer, and in collaboration with the Regional Dental Director, the Health Program Manager III manages the development, implementation, monitoring, evaluation, and improvement of The Dental Program at an institution, including implementation of an effective performance management program and processes to ensure consistency with California Correctional Health Care Services and institution missions, community standards of care, achieve adherence with the Health Care Department Operations Manual (HCDOM), and State and federal laws, and support continuous learning and improvement.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS
30%	Manages, supervises, and evaluates the performance of the Dental Program, Adult Correctional Dental Care (ACDC), administrative positions and oversee the administration of the institution's health program operations and HCDOM, Chapter 3, Article 3 Dental Care. Assesses the delivery of dental services, identifies program goals and strategies, and implements HCDOM that ensure compliance with various laws, rules, regulations, policies, procedures, and practices. Ensures program goals are achieved, and the incarcerated health care services related programs are of the highest quality and standard. Evaluates the impact of program changes as a result of California Code of Regulations Title 15, HCDOM, Chapter 3, Article 3 Dental Care and/or issues relating to Department lawsuits. Reports to management regarding HCDOM, program changes, and makes

	recommendations to meet the needs of the ACDC within the institution. Participates as a member of the institution executive management team in executive staff sessions. Prepares administrative reports in response to requests for information from various sources. Develops Local Operating Procedures in consultation with other health professionals, including the Supervising Dentist (SD), and custody administration. Prepares guidelines and policies and procedures for the administration of dental care to Return-to-Custody the incarcerated from outside health care facilities.
25%	Coordinates with the SD to ensure that the dental services performed are consistent with the standards set forth by the Dental Board of California, American Dental Association, California Department of Corrections and Rehabilitation (CDCR), and all other State and federal laws and regulations. Manages the administrative support services for ACDC, including but not limited to Plant Operations; coordinates repair and maintenance servicing of dental equipment including certification by dental repair personnel; prepares administrative reports in response to requests for information from various sources; develops budget estimates for ACDC staffing, operating expenses, travel, equipment, and supplies; monitors expenditures for the above mentioned costs; coordinates with the Office of Business Services and Facility Planning, Construction, and Management for equipment and space; administers the contracts for supplies, equipment, and essential dental services not provided by on-site staff in areas such as dental specialties or registry employees; and monitors contract trends and costs, access to care, policy evolvement due to priority changes, and reports on the utilization of services to interested parties as a result.
20%	Collaborates with other health care managers and professionals to direct the development, implementation, management, monitoring, and evaluation of the institution health care quality management system. Establishes a well-functioning network of improvement committees to oversee the health care quality management system and manages improvement activities at the institution. Supports efforts to establish and update an annual improvement plan, including improvement priorities and specific performance objectives, in alignment with the CDCR Strategic Plan and the statewide Performance Improvement Plan. Assists in the development of a local health care performance measurement and evaluation system, oversees local health care related data collection processes, data validation, and production of performance reports for review by the Quality Management Committee and other improvement groups. Uses the Health Care Services Dashboard and Institution Scorecard to assess institution health care systems and processes, monitors progress on current improvement initiatives, identifies areas for further improvement, and makes recommendations to the Quality Management Committee and regional teams. Participates in quality/performance management activities and patient safety initiatives to continuously improve local health care systems and processes, trains and mentors' health care staff in the application of quality improvement techniques, such as root cause analysis, process analysis and redesign, failure mode and effects analysis, and other nationally recognized improvement strategies. Designs staff development programs and decision support tools to build quality improvement capacity at the institutions. Manages and supports projects to protect patient safety; increase compliance with policies, procedures, State and federal laws, and clinical guidelines; and secure or maintain licensure, certification, or accreditation.
10%	Reviews the work of a team of Health Program Specialists and other staff supporting the effective implementation of the institution's quality management system. Recruits, interviews, hires, and evaluates the performance of staff; administers the performance appraisal reviews for quality management staff; and establishes priorities for the effective support of quality management and patient safety programs.
10%	Serves as a subject matter expert, coach, and quality improvement information resource to staff. Advises health care staff on quality management and patient safety standards and requirements.

	Builds collaborative relationships with Department leadership and members. Provides leadership with information and guidance to prioritize and address quality improvement and performance issues. Effectively facilitates and makes presentations; communicates information to various levels of the organization through the use of strong written and verbal skills. Establishes and maintains an effective working relationship with the Statewide Quality Officer, working to meet statewide performance objectives. Maintains an awareness of existing local procedures, statewide policies, licensing regulations, and State and federal legal mandates to ensure timely application and compliance with new requirements.
5%	Performs other duties as required
	KNOWLEDGE AND ABILITIES *Knowledge of:* Public health, mental health, and health care services programs and trends; problems and procedures involved in establishing community relationships and assessing community health program needs and resources; preparation and planning for coordinated programs with local and federal agencies, private agencies, and health care providers; principles and methods of public administration including organization, personnel and fiscal management; methods of preparing reports; research and survey methods; methods and principles of medical care administration, disease and disability prevention, health promotion and medical rehabilitation, procedures, planning, implementation, and monitoring of programs, design and plan for coordination of programs with federal and local agencies; legislative processes. Principles and practices of employee supervision, development and training; methods and techniques of effective leadership; federal, State, and local health programs, policies, objectives, and constraints; equal employment and affirmative action policies. Principles and techniques of management and public administration; federal, State, and local standards, issues, policies, and priorities related to health services financing, health services delivery, health promotion, disease prevention, and environmental factors impacting health. Health program administration, including program policy development, program planning and implementation, program evaluation, and use of supportive staff services; formal and informal aspects of the legislative and regulatory process. *Ability to:* Assist in the development of public health and health care projects; apply health regulations, P&Ps; participate in monitoring and evaluating health programs and projects; gather, analyze, and organize data related to health programs; analyze administrative problems and recommend effective action; speak and write effectively; act as program liaison with staff in other programs at the federal, State, and local level; assist in planning, conducting, and evaluating of field projects; recommend and take actions on a variety of health programs, project activities, staffing, and budgetary processes; analyze proposed legislation, regulations and health program standards; provide consultation and technical assistance to local agencies; and serve on task forces and committees as a program representative. Supervise staff, manage a health program or project; establish and maintain priorities; effectively utilize available resources; apply and recommend changes in health regulations, P&Ps; establish cooperative relations with a variety of governmental, educational, and provider entities; effectively carry out equal employment opportunity and affirmative action policies. Manage a major health program(s) or project; assume and demonstrate independent responsibility for decisions and actions having broad implication on a variety of complex health programs and project activities; work effectively with various health disciplines and community agencies and leaders in coordinating health services and implementing health programs and in developing and interpreting health policies, regulations and procedures; negotiate and coordinate policy relationships with federal, State, and local agencies; utilize public administration methods including budgeting and personnel practices in achieving implementation of legislation and new health programs statewide; serves as a technical program expert to higher level management and represent the Department's position

before legislative committees and other State agencies. Manage a major complex health program; creatively utilize a variety of management techniques to resolve complex health issues and health program problems.

SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT

- CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.

SPECIAL PHYSICAL CHARACTERISTICS

- Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, the incarcerated, or the public.

SPECIAL PERSONAL CHARACTERISTICS

- Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE