

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Licensing Program Manager III

POSITION NUMBER:

820-8220-910

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

Community Care Licensing Division - Adult and Senior Care Program

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

Adult and Senior Care Program Office

SUPERVISOR'S NAME:

Ia Lo

SUPERVISOR'S CLASS:

CEA A

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)*

Criminal Record Background clearance is required

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.

Four (4) Licensing Program Manager IIs

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 Program Office, in part, ensures that statewide field operations fulfill this mission.

CONCEPT OF POSITION:

Under the direction of the Program Administrator (CEA A), the Assistant Program Administrator Licensing Program Manager III (LPM III) is directly responsible for the licensing and oversight activities of four Adult and Senior Care Program (ASCP) North West Operations Regional Offices (RO). The LPM III provides operational direction to the Regional Managers, ensures uniform enforcement of regulations using statewide procedures and standards, and reviews and recommends appropriate administrative action against facilities violating statutes and regulations. The LPM III represents the Program with stakeholders and state and local agencies and provides input on issues related to field operations. The LPM III is responsible for the oversight of special projects regarding field operations. The LPM III visits the North West Operations ROs to review both internal and external operations and to ensure compliance with applicable statutes, policies and procedures. The LPM III analyzes field operations data and provides reports and recommendations to the CEA A.

A. RESPONSIBILITIES OF POSITION:

45% Directs and coordinates the work of the Regional Managers responsible for the uniform administration and implementation of licensing statutes, regulations, and policies.

30% Ensures the accurate completion of mandatory licensing functions by use of observation, interviews, record reviews, performance measures, management tools, quality controls and systems reviews. Conducts meetings with the management staff to train on new procedures and to reinforce training on existing procedures to ensure statewide consistency with mandates.

10% Represents the ASCP internally with the Public Information Office and the Office of Legislation regarding field operations matters and at meetings and conferences. Networks and coordinates relationship building efforts with licensing partners.

10% Ensures that each North West Operations RO receives adequate investigative, legal and technological resources necessary to carry out licensing functions. Represents the Program in administrative actions and ensures that all cases are resolved timely. Coordinates with the Criminal Background Clearance Bureau on behalf of the North West Operations ROs to resolve any issues.

5% Other duties as assigned.

Occasional travel is required.

B. SUPERVISION RECEIVED:

The LPM III (Assistant Program Administrator) is directly supervised by the Program Administrator (CEA A).

C. ADMINISTRATIVE RESPONSIBILITY:

The LPM III directly supervises the work of four Regional Managers and is responsible for ensuring that the ASCP field operations are administered in compliance with statutes, regulations, and policies. The LPM III is responsible for approving all administrative actions and settlements. The LPM III is responsible for preparing responses to the Public Information Office and the Office of Legislation regarding field operations matters. The LPM III is responsible for briefing the CEA A on all high profile field operations matters.

D. PERSONAL CONTACTS:

The LPM III works closely with the Program Administrator and has routine internal contact with the Deputy Director, the Legal Division staff, the Office of Legislation and the Public Information Office regarding field operations. The LPM III has routine external contact with stakeholders including client advocates, licensee associations, and with the public, including directly responding to complaints from the public that are elevated to headquarters.

E. ACTIONS AND CONSEQUENCES:

Failure to effectively manage field operations, to exercise appropriate judgement and to properly manage resources will result in noncompliance with statutes and regulations. This poses a health and safety threat to vulnerable Californians and places the Department at legal risk. Further, it results in unfavorable media coverage and reduces the confidence level of the Executive and Legislative Branches in the CCLD program.

F. OTHER INFORMATION:

The LPM III is subject to a criminal background check clearance and Conflict of Interest reporting requirements. The LPM III must be able to objectively manage complex field operations issues, analyze and report out on management information, resolve problems and complaints and foster collaborative relationships with all partners. Occasional travel is required.