

State of California
DUTY STATEMENT



SH3002 (Rev. 02/2020)

RPA Control No.#	C&P Analyst Approval FA	Date 6.17.2025
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Employee Name		Division Department of State Hospitals-Metropolitan		
Position No / Agency-Unit-Class-Serial 487-230-8103-003		Unit Enhancement Services		
Class Title Program Director		Location Administration		
SUBJECT TO CONFLICT OF INTEREST ☐ Yes ☒ No	CBID M18	WORK WEEK GROUP E	PAY DIFFERENTIAL	OTHER

BRIEFLY (1 or 2 Sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

The Department of State Hospital's mission is to provide evaluation and treatment in a safe and responsible manner, by leading innovation and excellence across a continuum of care and settings. You are a valued member of the Department's team. You are expected to work cooperatively with others as a member of a team, contribute to team efforts, maximize the strengths of team members, promote effective group interactions, and take personal responsibility for accomplishing job specific and department goals. Your efforts to treat others fairly with dignity and respect are important to everyone with whom you work.

Under the direct supervision of the Clinical Administrator, the Program Director of Enhancement Services, supervises the program development, administration, and coordination of the Structured Treatment Program, and all Patient Services, Vocational and Education Services provided within the department. Utilizing the standards established by federal and state regulatory agencies including the California Department of Public Health, Joint Commission, Departmental and Hospital Policies, the Program Director facilitates the delivery of quality patient care; works with state and local departments, committees, and workgroups to ensure effective coordination of services is provided throughout the facility; has the ability to speak and write grammatically; with good interpersonal skills, time management skills, organizational skills, and computer skills. Possesses the ability to learn and apply sound judgment; thinks and acts quickly in emergency situations for the protection of persons and property; follows directions; keeps appropriate records; develops clear and concise reports; analyzes situations accurately and takes effective action.

% 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; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
50%	<u>ESSENTIAL FUNCTIONS</u> <u>PERSONNEL MANAGEMENT AND SUPERVISION</u> • Performs/designates routine inspections of the various ES programs throughout the facility to ensure that established policies and procedures are implemented and followed (i.e. safety/security, infection control, contraband, patients' rights, legal constraints involved in the treatment of penal code individuals, etc.); to observe, audit, and assess service activities provided and documentation of progress. • Ensures timely reporting of the vocational and education department including the adult basic education program. • Reviews performance of staff supervised. • Ensures staff work schedules meet the department's operational needs and time reflects accurate daily work attendance. • Works closely with the Clinical Administrator to ensure that all areas supervised conform to bargaining unit contracts and equal employment guidelines.

	Recruits, selects, and assigns personnel within areas of supervision.
30%	<u>PROGRAM ADMINISTRATION</u> - Provides administrative support and problem-solving for all seventeen Enhancement Services departments and services including Patient Services (Arts in Mental Health, Barber Beauty Shop, Chaplaincy, Library Services, the O.A.S.I.S Community and Recreational Center and Services), Education Services (Adult Basic Education, Special Education, Vocational Services), the Structured Treatment Program and the DSH-M Museum of Mental Health. - Seeks to ensure that Enhancement Services provides services and creates environments throughout the facility that enhance mental health care and trauma informed service delivery in a safe and responsible manner. - Recommends appropriate action that may include progressive discipline or other administrative response. - Provides bi-annual governing body reports to the Clinical Administrator. - Provides/designates training on Enhancement Services during NEO. - Serves on statewide and local leadership committees. - Conducts quarterly department meetings to ensure compliance with hospital, state and federal regulator policies. <u>RELATIONSHIP WITH OTHER AGENCIES AND THE PUBLIC</u> - Serves as the administrative liaison with the Whitter Unified School District for Education Services and Keefe, the patient canteen provider. - Coordinates and reviews the department budget and spending. - Works closely with all Program Directors and Discipline Chiefs to coordinate and deliver patient Structured Treatment Programming services. - Serves as co-chairperson for the Patient Benefit Fund committee. - Serves as the patient voting coordinator. - Works with the Patient Rights office as needed. <u>MARGINAL FUNCTIONS</u> - Provides coverage as needed to meet the operational needs of the department. - All other duties and special projects as assigned consistent with this classification.
15%	
5%	

SUPERVISION RECEIVED

Under the general direction of the Clinical Administrator.

SUPERVISION EXERCISED

The Program Director of Enhancement Services has overall supervisory responsibility for all Department staff with direct supervision of the Patient Services Program Assistant, Education Services Program Assistant, Structured Treatment Coordinators, and ES Office Technician (Typing). The Program Director may delegate supervision of department staff to the Program Assistants.

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices and trends of public and business administration, methods of health care, rehabilitation, education and psychiatric treatment as related to the care and treatment of patients with mental disabilities; State and Federal laws and rules pertaining to mental hospital administration, special education requirements, vocational rehabilitation, and other services provided; manage a department budget; personnel and labor relations; methods and techniques of effective leadership; and the Department's Equal Employment Opportunity objectives.

Ability to: Plan, direct and coordinate a program of services that provides care and treatment and maximizes the progress of patients; reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; communicate effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; work independently in identifying the need for and developing proposed changes in program practices and procedures; formulate and manage a multidepartment patient treatment services program to enhance service delivery; integrate services provided with the overall functions of the hospital; independently interpret and use reference material; give and follow direction; design and prepare tables, spreadsheets, and charts; operate a computer keyboard/terminal; organize and prioritize work; create/draft correspondence; work cooperatively with others as a member of a team, contribute to team efforts, maximize the strengths of team members, promote effective group interactions, and take personal responsibility for accomplishing job specific and department goals; and gain and maintain the confidence and cooperation of those contacted during the regular course of work; and effectively contribute to the Department's Equal Employment Opportunity objectives.

SPECIAL REQUIREMENT

Ability to: Must be able to coordinate all aspects of Patient Services, Vocational and Educational Services, and the Structured Treatment Program with treatment staff, program managers and administration using WaRMSS, MAPP and other statewide systems such as BIC. Collect and analyze data from local and statewide databases to prepare service delivery reports that identify trends, patterns, and performance levels for the purpose of enhancing service delivery; and to prioritize and monitor performance improvement activities within the department.

REQUIRED COMPETENCIES**PHYSICAL**

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized analytical work needed to carry out the essential duties of the position. This includes, but is not limited to, working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor, hand motion, and have direct patient contact.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control. Employees

are responsible for reporting to work with a properly charged PDAS tag and wearing the tag on an approved triple breakaway neck lanyard or on an approved belt grimloc.

CULTURAL AWARENESS

Demonstrates awareness of a variety of multicultural issues in the workplace, including trauma informed care, LGBTQI, social inequalities and sensitivities, which enables the employee to work effectively.

CPR

Maintains current certification

SITE SPECIFIC COMPETENCIES

- Possesses good writing skills. Possesses good communication skills and is able to articulate established policies and procedures to employees. Possesses good organizational skills.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Applies and demonstrate knowledge beyond basic use of Microsoft Word, Excel, Outlook, DSH-M Intranet, WARMSS, and BIC.

LICENSE OR CERTIFICATION – NOT APPLICABLE

TRAINING - Training Category = Direct Support Staff

The employee is required to keep current with the completion of all required training.

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Level of Care Supervisor shall attend T.S.I. training for Supervisors (T.S.I. Module II) within one year of appointment date and a minimum of six (6) hours of T.S.I. review annually. Apply and demonstrate supervisory level skills and knowledge to promote a therapeutic milieu and assure consistent assignment of T.S.I. responsibilities.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PIH) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

WORKING CONDITIONS

EMPLOYEE IS REQUIRED TO:

- Report to work on time and follow procedures for reporting absences;
- Maintain a professional appearance;
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
- Comply with hospital policies and procedures.
- The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital.

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and

can safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work.

The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee's Signature

Date

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

Supervisor's Signature

Date
