

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 091-790-7614-001				
UNIT NAME AND CITY LOCATED Region IV – Rancho Cucamonga, CA		CLASSIFICATION TITLE Regional Health Care Executive, (Safety)				
		WORKING TITLE Regional Health Care Executive – Region IV				
		COI Yes ☒ No ☐	WORK WEEK GROUP E	CBID M16	TENURE LT	TIME BASE FT
SCHEDULE (WORKING DAYS AND WORKING HOURS) a.m. to p.m. (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 general direction of the Deputy Director, Institution Operations, the Regional Health Care Executive, (Safety), develops, directs, and controls implementation and quality assurance of the health care delivery system at a subset of institutions within an assigned region. The Regional Health Care Executive, (Safety) provides structure and guidance for the health care programs delivered to patients incarcerated within the CDCR adult institutions; ensures that the provisions of health care services are in compliance with court mandates, State and Federal regulations, and are consistent with community standards, legal mandates, and the CCHCS and CDCR strategic goals.						
% 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. <i>(Use addition sheet if necessary)</i>					
	ESSENTIAL FUNCTIONS					
35%	Provides executive leadership to communicate and establish program goals and objectives. Coordinates all patient health care services within a region spanning multiple institutions and ensures that clinical practices comply with appropriate professional standards. Ensures institutions within the region have implemented an effective system that certifies competence to perform.					
30%	Assists in the implementation of State laws, rules and policies. Provides guidance, consultation, oversight, and interpretation of CDCR and CCHCS regulations, standards, and operating					

30%	procedures and ensures institutions comply with departmental and statewide directives. Ensures that the region's direction is clearly defined and aligned with the Turnaround Plan of Action to accomplish the Receiver's strategic goals. Mentors and coaches Chief Executive Officers, Regional Medical, Nursing, Mental Health, Dental Executives, and health care delivery managers throughout the given region to ensure compassionate, safe, effective, timely, efficient and equitable patient-centered care. Assists in training and evaluating regional executives and recommends corrective and adverse action to the Director, Health Care Operations.
5%	Analyzes complex problems and situations and implement effective solutions or take appropriate action to correct and/or remedy operational and organizational issues pertaining to health care delivery. REQUIRED CORE COMPETENCIES <u>Professional/technical expertise:</u> Is comprehensively knowledgeable of the most current information, techniques, practices, laws, and regulations of the field; has clear developmental record of formal and on-the-job acquisition of knowledge and skills of the occupation; uses knowledge and judgment in applying appropriate methods and techniques to ensure speed, quality, and consistency in work products; and handles the most challenging tasks requiring technical expertise. <u>Customer and patient focus:</u> Shows interest in and understanding of the needs, expectations, and circumstances of internal and external customers and patients at the individual, group, or organizational level; explores options and pursues solutions to resolve issues of customers or patients; is responsive, pleasant, and professional; looks at the organization and its services from the customer's and patient's point of view; and seeks and uses customer and patient feedback to improve services or products. <u>Teamwork:</u> Understands his/her role on the team, yet does whatever is needed to make the team successful; helps team members who need or ask for support or assistance; puts team results ahead of personal success; brings out the best in others on the team; and shares credit for group accomplishments. <u>Valuing diversity:</u> Sees the benefit of having differing backgrounds and points of view in the workplace and leverages those differences in group processes and decision making; and supports professional development and career opportunity equally for all. <u>Managing performance:</u> Sets and aligns individual performance goals with the goals of the unit; involves employees in setting their performance goals; ensures employees have the means and skills to accomplish their goals; tracks and measures individual and unit performance; provides ongoing feedback; treats all employees in an objective and consistent manner; and intervenes to correct poor performance, following steps of progressive discipline. <u>Leadership:</u> Creates a positive work environment in which all staff are motivated to do their best; ensures that clear, challenging, and attainable goals are set for a group and that these goals are aligned with the goals of the organization/department; ensures that the importance and benefits of goals and methods are understood and accepted by those who will carry them out; and conveys confidence and optimism in the group's ability to overcome obstacles and accomplish its goals. <u>Planning and organizing:</u> Determines the logically necessary sequence of activities and the efficient level of resources needed to achieve a goal; recognizes and addresses the interdependencies of activities and resources; clarifies roles and responsibilities; anticipates problems and mitigates risks; and produces a realistic schedule of completion.

Organizational savvy: Understands the inner workings and interrelationships of the organization; knows whose support is needed to cut red tape; gets things done through formal channels and informal networks; maintains good working relationships with key players throughout the organization; and aligns and maneuvers organizational resources and internal politics skillfully to solve problems or accomplish goals.

Process improvement: Knows how to separate and combine activities into efficient workflow; benchmarks best practices in the industry; knows what to measure and how to measure it for tracking quality, quantity, schedule, resource utilization, and customer feedback; knows how to identify process problems and opportunities for improvement and simplification; and leverages technology.

Developing others: Coaches others regardless of performance level; shows insight into causes of poor performance and how performance can be improved; shares knowledge and expertise willingly; offers on-going feedback, suggestions, and encouragement; acknowledges progress and growth; and supports others' career development plans.

Managing change: Understands the dynamics of organizational change; knows and guides the planning, process changes, role redefinition, retraining, incentive, and communication steps in transitioning from one organizational state to another; involves key stakeholders in planning and decision making; maintains a high level of communication about the reasons, benefits, opportunities, and difficulties of change; and encourages others and supports them through the transition.

Strategic view: Focuses on the future and where current trends will lead; understands the factors that are shaping the industry and anticipates the opportunities that will be opening and closing; keeps an eye on the big picture and long-range possibilities and implications; and makes, evaluates, and revises long-range plans and goals taking into consideration the organization's core competencies, customers, competition, available resources, and strengths and weaknesses.

Assessing Talent: Understands and recognizes the qualities that differentiate highly successful employees from the average ones; is an astute observer of others' performance; shows skill in asking questions and eliciting detailed and accurate information regarding others' capabilities and weaknesses; and reaches well-articulated conclusions regarding others' strengths and developmental needs.

Relationship Building: Develops and maintains work relationships and continuously works to improve relationships, contacts, and network; maintains an open and approachable manner and easily builds rapport with others; respects others regardless of differences in interest, perspectives, background, and organizational level; and treats others sensitively, fairly, and consistently.

Negotiating: Gains rapport and trust from other parties; works from a strong knowledge base; wins concessions from others; seeks mutually agreeable trade-offs in deal-making; questions and counters others' proposals without damaging relations; holds ground appropriately; and knows how to walk away amicably with the best deal possible.

Handling Conflict: Deals with interpersonally and/or politically challenging situations calmly and diplomatically, diffusing tension; thoughtfully intervenes in conflicts to facilitate communication and resolve problems, finding common ground when possible; and handles complaints and disputes with composure and tact.

Oral Communication: Uses correct vocabulary and grammar; presents information clearly and in an

	organized manner; gets to the point; questions others skillfully; recognizes nonverbal cues in listeners and adjusts speech and tone accordingly; adjusts word choice according to the audience and purpose; and uses tone, inflection, pauses, and body language for increased impact. DESIRABLE QUALIFICATIONS Strong leadership skills and demonstrated ability to think strategically and function effectively as a member of a top management team. Ability to analyze complex problems and recommend and/or implement an effective course of action. Well-developed interpersonal skills; ability to interact and communicate effectively with top level administrators, staff, the public, other law enforcement, and governmental agencies. Knowledge of the CCHCS' and CDCR's organization, goals, functions and policies; and an understanding of State administrative, legislative, and budgetary procedures, and current management trends, including customer service, business organization and operations and project management. Experience working in a correctional institution. Comprehensive understanding of, and experience in, the delivery of an integrated health care program inclusive of medical, mental health, and dentistry disciplines and the appropriate analytical assessment of the related health care outcomes to enable continuous quality improvement. Executive level managerial experience at least equivalent to a Chief Executive Officer, Health Care (Safety). Demonstrated health care leadership experience. 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 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