

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED		CLASSIFICATION TITLE Health Program Specialist II				
		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 general direction of the Health Program Manager II (HPM II), the Health Program Specialist II (HPS II) will independently perform high-level special studies and projects related to establishing and monitoring regional and institutional health care Quality Management (QM) programs. This position will independently facilitate improvement projects at institutions within the region and conduct highly skilled, technical QM and Patient Safety Program assessments, in order to promote quality health care and inmate-patient safety. Some travel to the institutions and headquarters will be involved.						
% 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						
40%	Independently facilitate health care improvement projects at institutions within the region to promote quality health care and inmate-patient safety. Work with institution leadership teams to plan, design, implement, and evaluate health care improvement initiatives. Guide institutions in using performance data to identify and prioritize improvement opportunities, research best practices to inform the design of improvement initiatives, establish performance objectives, create work plans, and design performance reports. Train institutions in using the QM tools and structures, including, but not limited to Performance Improvement Work Plans, Health Care Services Dashboard, Patient Registries, the QM Governance Structure, and the Health Care					

	Incident Reporting System, and provide technical assistance to ensure their full usage by the institutions. Investigate process breakdowns and facilitate process redesign. Provide on-site coaching and mentoring for institution staff as they conduct health care improvement activities; apply expertise in nationally-recognized improvement models and techniques to facilitate/demonstrate process analysis and redesign, failure mode and effects analysis, rapid cycle improvement, and other standard improvement processes; provide recommendations to institution leadership in the development of effective improvement interventions; serve as a leader in implementing health care policies and procedures to ensure appropriate and timely treatment to inmate-patients.
30%	Provide support in mentoring institutions' QM Support Units, and assist institutions in establishing a high quality QM system. Conduct QM and Patient Safety Program assessments at institutions within the region to promote quality health care and inmate-patient safety. Audit each institution within assigned region at least once per year to assess maturity of QM and Patient Safety Programs locally and adherence to state policy; assist in the development of a standardized audit tool and methodology; independently apply audit per statewide standards; create reports with findings and recommendations on health care improvement and remediation projects for institution leadership and Regional Team staff; ensure that trends of each institution's QM strengths and weaknesses are incorporated into the training database for focused coaching, staff development, and technical assistance activities.
20%	Mentor lower-level regional staff on QM programs and procedures, and general QM practices. Provide feedback and guidance to staff, review work products issued by other regional staff members, and act as a technical expert to other staff on the QM program and inmate-patient safety. Keep updated on changes in the QM discipline, attending trainings as necessary to improve knowledge of Quality Improvement processes and tools.
10%	Represent the Regional QM Unit in meetings with stakeholders. Coordinate with California Department of Corrections and Rehabilitation executives representing multiple disciplines, including medical, mental health, dental, professional practice, custody, and administrative support areas, to coordinate a successful, sustainable implementation of a statewide quality management and utilization management program. Perform other related duties as required
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> 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. <i>Ability to:</i> Assist in development of public health and health care projects; apply health regulations, policies and procedures; 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; serve on task forces and

committees as a program representative.

DESIRABLE QUALIFICATIONS

Special Personal Characteristics: Willingness and ability to accept increasing responsibility; ability to communicate effectively with staff of all reporting levels and classifications.

Interpersonal Skills: Ability to promote a team environment; willingness to mentor staff and support staff development.

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

Persons appointed to this position must be reasonably expected to exert up to 10lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.

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