

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Analyst II

POSITION NUMBER:

896-5393-711

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

Community Care Licensing Division/Home Care Services Branch

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

Enforcement Unit-Southern

SUPERVISOR'S NAME:

Susan Du

SUPERVISOR'S CLASS:

Supervisor I

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)*

Subject to fingerprinting and criminal record clearance by Department of Justice and the Federal Bureau of Investigation.

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.

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 and collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the direction of the Supervisor I in the Home Care Services Branch (HCSB), the Analyst II will perform full journey level analytical duties. The Analyst II may function independently and/or as a team leader/member in regards to quality control, complaints, application processing, licensing functions, and administrative support to Home Care Organizations. The Analyst II is required to analyze and make recommendations about quality control and develop and implement outreach efforts to benefit the Home Care Services industry.

A. RESPONSIBILITIES OF POSITION:

45% Prepare for and conducts site inspections of HCOs in accordance with laws and regulations to ensure compliance with home care services licensing standards. With inspections, the Analyst II reviews the HCO administrative records, personnel files, and other documents to determine if the HCO is in compliance with laws and regulations. The Analyst II may review correction of past deficiencies, document any new deficiencies, collaborate with the licensee/HCO representative to develop appropriate plans of correction, and provide technical assistance to help licensees and HCO staff maintain compliance with regulations. The Analyst II may act as lead to Staff Services Analysts (SSAs) in respect to travel planning and budgeting.

30% Plans, develops, and oversees implementation on procedures and policies related to quality control efforts for complaints and HCO site inspections. Reviews/consults with HCSB management with respect to best practices for complaint processing, site inspections, and travel budgets. Makes training recommendations to management on significant changes to policies, procedures and best practices to ensure staff and Home Care Organization licensees are operating in compliance with written directives, regulations, and policies. The Analyst II plans and develops training modules, in various methods, on best practices and bureau-wide quality control. The Analyst II may be lead on other special projects as assigned.

10% Analyzes policies and regulations; provides information related to workload, and statistical data related to production and other workload; ensures that updates are entered into the Licensing Information System, the Field Automation System, Facility Management System, and all other bureau worksheets or databases following established procedures. Participates in work groups for program development, changes in policy, procedure, and regulation; and, may represent the HCSB in outreach programs. Responds to complaints and conducts complaint investigations to analyze complaint allegations against HCOs and initiate appropriate actions to correct any noted violation of laws or regulations.

10% Processes applications for HCO licensure. Reviews, evaluates and verifies applicant and staff qualifications and prepares a comprehensive written recommendation for approval or denial of each application. Analyzes requests for exceptions to, or waivers of, regulatory requirements and prepares a comprehensive written recommendation for approval or denial. Consults with and provides technical assistance to applicant(s) and the general public throughout the application process including telephone meetings; progressively learns to analyze all facets of an application, including applicant's administrative and staffing plans.

5% Analyzes information received from other agencies including criminal records reports from the Department of Justice and makes recommendations about appropriate administrative action regarding denials of applications; prepares Statement of Fact packages; works with legal staff of the Department when action is pending against a substandard or unlicensed Home Care Organization; may testify at administrative hearings and in court; and recommends to management terms of settlement agreements. The Analyst II may have other duties as required and assigned.

B. SUPERVISION RECEIVED:

Analysts II are supervised by the Supervisor I.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

Analyst II will communicate via in person or telephone with applicants, licensees, and/or advocates in the Home Care Services industry. Will confer with local partners and Stakeholders including advocacy groups, IT consultants, city and county officials, as well as department council, Information Systems Division staff, and other staff within the Division and the Department.

E. ACTIONS AND CONSEQUENCES:

Inadequate services may result in inappropriate licensure and failure to protect clients of Home Care Organizations.

F. OTHER INFORMATION:

Analyst II must possess a valid driver's license and be able to travel statewide. Must be able to objectively handle complex licensing issues and diplomatically work with applicants and licensees, community agencies, and irate public. Analyst II must have excellent verbal and written communication skills and be able to maintain composure in stressful situations. Works in a CDSS assigned regional office building in a healthy team-oriented environment.