

Duty Statement

Department of Managed Health Care

OFFICE: Director's Office	EFFECTIVE DATE:
CLASSIFICATION: Health Program Specialist II	DATE APPROVED: August 28, 2026
POSITION: 409-251-8336-002	TELEWORK DESIGNATION: <i>Designate Office-Centered or Remote-Centered</i>
WORKING TITLE: Health Program Specialist II	

DEPARTMENT OBJECTIVE:

The mission of the Department of Managed Health Care (DMHC) is to ensure health plan members have access to equitable, high-quality, timely, and affordable health care within a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of 30.2 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Office of the Director provides leadership and direction to the employees of the DMHC. The Director's Office houses the executive leadership team consisting of the Director, Chief Deputy Director, General Counsel, and the Deputy Directors for Communications and Planning, Legislative Affairs, and Health Policy and Stakeholder Relations. The Director's Office supports and promotes managed care as an effective and efficient health care delivery model by fostering positive working relationships with key stakeholders including licensed health plans, provider associations, consumer groups, state and federal health care agencies, the California Health and Human Services Agency and the Office of the Governor.

GENERAL DESCRIPTION:

Under the general direction of the Deputy Director of Health Policy and Stakeholder Relations, the Health Program Specialist II (HPS II) functions as a highly skilled technical program consultant to serve as the Department liaison for the 58 county behavioral health departments throughout the state. The HPS II will implement provisions of the updated Behavioral Health Services Act which calls for increased collaboration between health plans and county behavioral health departments who provide behavioral health services for health plan members throughout the state. The HPS II serves as a liaison by representing the Department and Deputy Director in presentations, meetings with local governments, health plan

representatives, provider groups, community organizations, consumer advocates and other stakeholders. The HPS II is responsible for developing and supporting relationships between the Department and county governments, licensed health plans, their network providers and the health care consumers they serve. This position requires the incumbent to function independently, communicate effectively and exercise a high degree of initiative.

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

<u>PERCENTAGE</u>	<u>JOB DESCRIPTION</u>
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Essential (E)/Marginal (M)

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| 50% (E) | Implements, administers and acts as a liaison for the Department's efforts to increase collaboration between the 58 county behavioral health departments and commercial health plans. Performs presentations and webinars and represents the Department and Deputy Director of Health Policy and Stakeholder Relations at outreach events. Identifies and provides recommendations to the Deputy Director of Health Policy and Stakeholder Relations on improvements that result from stakeholder meetings with counties. Develops and maintains effective communication and relationships with local governments, plans, providers, consumer groups and other stakeholders. Develops collaborative working relationships with all DMHC program divisions to research and resolve stakeholder and consumer issues. |
| 20% (E) | Serves as the DMHC point person to review and investigate complaints filed with the DMHC by county behavioral health departments for a commercial health plan's failure to comply with the law. Organizes and facilitates meetings with health plans, provider groups, consumer advocates, community organizations, and other stakeholders on topics such as the DMHC Help Center's complaint process and assists with constituent complaints and Director's Office correspondence. Provides leadership, organization, planning, coordination and oversight of workgroups, including developing the agenda, preparing reports and presentations, sending out meeting notices and facilitating work group meetings. |
| 20% (E) | Provides project management and other support for various Departmental projects, including stakeholder meeting planning. Develops work plans, tracks deliverables, ensures timelines are met and works closely with Executive Leadership. |
| 10% (E) | Researches issues in health care, and makes policy recommendations on legislation, regulations, procedures, research studies and health system trends impacting local governments, plans, providers, and consumers. Performs research and analysis on special projects as assigned by the |

Deputy Director of Health Policy and Stakeholder Relations, and other related duties.

SUPERVISION EXERCISED OVER OTHERS:

This position does not supervise others.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

Knowledge of: 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.

Ability to: 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.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained

mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

ADDITIONAL REQUIREMENTS:

This position is required under the DMHC's Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

SIGNATURES:

The statements contained in this duty statement reflect 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 to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

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

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date