

Duty Statement

Department of Managed Health Care

OFFICE: Office of Enforcement	EFFECTIVE DATE:
CLASSIFICATION: Career Executive Assignment (C.E.A.), Level B	DATE APPROVED: August 31, 2026
POSITION: 409-411-7500-001	TELEWORK DESIGNATION: Remote-Centered
WORKING TITLE: Deputy Director	

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 Enforcement (OE) investigates alleged violations of the Knox-Keene Health Care Service Plan Act of 1975 (the Act) under the DMHC's administrative powers as a California state licensing agency. The OE handles the litigation needs of the DMHC and seeks to compel compliance with the Act and its implementing regulations through corrective action plans and the imposition of fines and penalties for identified violations.

GENERAL DESCRIPTION:

Under the general direction of the Director and Chief Deputy Director of the DMHC, independently and through subordinate staff, the incumbent is responsible for planning, organizing, managing and directing the statewide litigation activities of the Enforcement Program. This includes statewide responsibility for the Division of Prosecution, the Division of Investigation, and the Division of Legal Administration. The incumbent attends meetings, providing enforcement-related information on the DMHC and statewide policy issues. The incumbent is responsible for policy development, strategic planning, implementation, and evaluation of the operations within the Office of Enforcement.

The Deputy Director, Office of Enforcement, serves as principal advisor and litigator to the

Director and Chief Deputy Director providing alternatives and recommendations regarding program operations. The incumbent supervises attorneys, managers and support staff in the Office of Enforcement, and may personally perform the most difficult, complex and sensitive legal work of the DMHC in connection with the enforcement of the Knox-Keene Health Care Services Plan Act of 1975 (Act) administered by or affecting the department. The incumbent serves as a member of the DMHC's executive management team.

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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| 35% (E) | Serves as a member of the DMHC's Executive Staff and is relied upon to independently recommend policies and legislation that will reflect the needs of the Enforcement Program and of the DMHC. Informs and consults with the Director and Chief Deputy Director on critical and current issues. In order to ensure uniform compliance with the Act, the incumbent coordinates the enforcement activities of the DMHC, by providing direction to subordinate staff. Proposes recommendations for any program changes to organize and maintain proper performance levels consistent with the DMHC's mission. Plans, organizes, directs, coordinates, and reviews the work of attorneys, managers, special investigators, and support staff in the Office of Enforcement. Enforcement oversight includes health plan quality, access, continuity of care, denial of treatment, financial solvency concerns of health plans and risk bearing organizations (medical groups), and other issues. Analyzes, justifies and recommends enforcement actions to the Director. Supervises and mentors attorneys in the Office of Enforcement. |
| 30% (E) | Plans, organizes, and directs investigations and legal proceedings involving suspected violations of the Act and other laws administered, enforced, or affecting the department or the public. Performs, with broad discretion and independence, the most complex and sensitive legal work. This includes conducting the most difficult and complex litigation, appellate cases, settlements, post-trial negotiations, legal research, and hearings. Develops and implements strategy and tactics for the most complex and sensitive litigation and appeals within the purview of the Office of Enforcement. |
| 25% (E) | Acts as the principal litigation advisor to the Director, Chief Deputy Director, Deputy Directors and other members of the Executive Staff on the laws and regulations under the regulatory jurisdiction of the Director as well as health care laws and other applicable laws. Sets statewide legal policy and precedence affecting millions of Californians. Provides expertise and in-depth knowledge of all facets of the Act. Provides legal advice and opinions to executive management staff in coordination with multiple legal disciplines and programs within the DMHC. Advises on the scope and limits of the |

DMHC's authority in legal matters relating to the DMHC's regulatory authority. Prepares and delivers high-level presentations to stakeholders on both current and emerging enforcement matters. Oversees the development and implementation of new policies and procedures related to enforcement in order to ensure goals and objectives are consistent with the DMHC's mission and strategic plan.

5% (E) As required, may represent the DMHC in Legislative hearings, at meetings with the Governor's Office, the California Health and Human Services Agency (CalHHS), and other state departments; Represents the DMHC at conferences and meetings on enforcement, technical and administrative matters, including workgroups within CalHHS that are designed to coordinate policy and administrative functions and external workgroups developing policy concepts. Assists the DMHC's Office of Legislative Affairs in developing and analyzing legislation.

5% (M) Performs research and analysis on special projects and other related duties as assigned.

SUPERVISION EXERCISED OVER OTHERS:

Directly supervises Assistant Chief Counsels and Assistant Deputy Director.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major 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, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

Have the ability to solve difficult personnel problems, research, understand, interpret and articulate applicable employment laws, rules and regulations.

Have knowledge and expertise with the operation and functions of the California Department of Human Resources (CalHR) and the State Personnel Board (SPB) and be knowledgeable of the California Government Code and the California Code of Regulations in the area of Human Resources.

Have knowledge and expertise with the principles and practices in public and business administration, including personnel management, classification and pay issues, labor relations, employee supervision, development and training, DMHC policies and procedures, safety, health and Equal Employment Opportunity objectives.

Applicants must possess the ability to perform high administrative and policy-influencing functions effectively. Such overall ability is demonstrated by the following more specific knowledge and ability requirements:

(a) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing

and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; the department's or agency's equal employment opportunity objectives; and a manager's role in the equal employment opportunity program.

(b) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures, and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the department's or agency's equal employment opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

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.

The employee is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including but not limited to social security numbers, medical or employment history, education, financial transactions or similar information. Failure to protect department employees' confidential information may damage DMHC's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

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)

State of California
Health and Human Services Agency
Department of Managed Health Care
DUTY STATEMENT
DMHC 62-137 New: 12/04 Rev: 10/2025

Employee's Signature	Date	Supervisor's Signature	Date
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