

DUTY STATEMENT

Employee Name:	Position Number: 580-XXX-5393-909
Classification: Analyst II	Tenure/Time Base: Permanent/Full-Time
Working Title: Program Analyst	Work Location: Various locations available. Location to be determined upon hire
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Licensing and Certification Division	Branch/Section/Unit: Healthcare Workforce Branch/ Training Program Review Section/Training Program Review Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) 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.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by analyzing, evaluating and providing recommendations on assigned portions of training program applications. The Analyst II researches, reviews and evaluates State and federal codes to provide technical assistance to Certified Nurse Assistant, Home Health Aide, and Certified Hemodialysis Technician training programs and instructors. Develops reports for the unit's workload statistics and conducts quality control activities. Conducts complaint investigations and the administrative portions of the training program surveys.

The incumbent works under the direction of the Nurse Surveyor Supervisor II.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: 10%
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 30% Administers program email inboxes, conducts prescreening and intake of applications, and maintains accurate worklog records to support unit operations. Independently analyzes, evaluates and provides recommendations on assigned portions of training program applications. Review and evaluate the training program applications for completeness. Independently evaluates and approves administrative changes in training program agreements. The AGPA[ME1.1] Analyst II will perform a high-level analysis on waiver requests and will prepare the appropriate documents notifying the training program of the Department's waiver- request decisions. Analyze, review and process the clinical site agreements. Conducts quality control activities of the unit's operational activities (this includes application processing, monitoring surveys, and complaint investigations). Proficiently uses departmental databases to assist with conducting the unit's day-to-day operations (this includes Electronic Licensing Management System, BReEZe, Automated Survey Process Environment, Internet Quality Improvement and Evaluation System, Healthcare Quality Information System Access Roles and Profile, Quality, Safety & Education Portal, Health Application Licensing, Caregiver Applicant Background System (CABS)).
- 20% Serves as the Unit's Complaints Coordinator and independently conducts training program complaint investigations, ensuring appropriate intake, tracking, assignment, and resolution of complaints. Performs statistical review of training program pass fail rates and identifies programs with examination pass rates below 75% for potential monitoring surveys. Independently conducts training program complaint investigations, develops and maintains the Unit's monitoring survey schedule, conducts administrative portions of training program surveys and reports findings to the survey team lead (this includes desk reviews, file review for appropriate documentation for training program staffing qualifications, statistical review of training program examination pass-fail rate, and training program record retention compliance). Serves as a subject matter expert in developing and maintaining unit policies, procedures, and automated information system projects. Serves as a subject matter expert to draft and maintain the unit policies and procedures. Serves as project lead in various unit workgroups and ad hoc committees (project activities website updates, policies and procedure updates, Section's advisory committees, CABS database automation).
- 20% Develops training materials and delivers presentations for internal and external stakeholders. Independently analyzes, reviews, and prepares brochures, webinars and videos for external

training and outreach. Conducts presentations for internal and external stakeholders on the training program. Serves as a subject matter expert to draft and maintain the unit's policies and procedures and on the automated information systems projects. [AL2.1] Develops administrative documents, including application materials, complaint documentation, monitoring-eligibility and pass/fail analyses, worklogs, program communication templates, and unit policies and procedures.(this includes Budget Change Concepts and Proposals, Memorandums of Understanding, and contracts [ME3.1]). The AGPA serves as project lead in the development and maintenance of the Section's advisory committees, such as maintaining the calendar, tracking and logging incoming documents, preparing committee agendas, assisting with developing committee documents, and assisting with the process of recruiting committee members. [ME4.1]

Develops and presents both written and verbal testimony to provide support for evidentiary hearings, formal dispute resolutions, municipal or superior court proceedings, and arbitration procedures.

- 15% Prepares comprehensive statistical analysis reports on the unit's application processing, complaint investigations, and survey/monitoring activities. Monitors, reports, and notifies the training programs of their examination pass-fail rates, posts results on departmental public website, and develops statements of deficiency to send to providers. The AGPA Analyst II will utilize the statistical analysis reports and analyze the data to communicate trends and recommendations to management regarding performance operations. Serves as a subject matter expert to draft and maintain the unit policies and procedures. Serves as project lead in various unit workgroups and ad hoc committees (project activities website updates, policies and procedure updates, Section's advisory committees [ME5.1], CABS database automation). Communicates with internal and external stakeholders to answer program questions, provide training and outreach, facilitate meetings, conduct presentations, and work with interested parties and or other agencies as directed by the supervisor.
- 10% Monitors the unit's website pages; maintains and develops the unit's SharePoint site; and develops and maintains unit dashboards that provide management with real-time workload, performance, and trend data, in collaboration with the Department's Information Technology Systems Division. Monitors the unit's website pages and collaborates with the Department's Information Technology Systems Division to update the unit's website content. The headquarter location will be determined based on the location of the most qualified candidate. Available Headquarter locations for this position:

Regions

Region	Counties	Available Headquarter Locations
Region I	Los Angeles, Orange, San Luis Obispo, Santa Barbara, Ventura	Los Angeles
Region II	Alameda, Contra Costa, Del Norte, Humboldt, Lake, Marin, Mendocino, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma	Contra Costa
Region III	Butte, Colusa, Glenn, Lassen, Modoc, Plumas, Trinity, Shasta, Sierra, Siskiyou, Sutter, Tehama, and Yuba	
Region IV	Alpine, Amador, Calaveras, El Dorado, Placer, Sacramento, San Joaquin, Stanislaus, Tuolumne, Yolo	
Region V	Fresno, Kern, Kings, Madera, Mariposa,	

	Merced, Tulare	
Region VI	Imperial, Inyo, Mono, Riverside, San Bernardino, San Diego	San Diego

Marginal Functions (including percentage of time)

5% Assists with the unit's day-to-day administrative operations. Performs other work-related duties as required.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: DS

Date: 9/8/26