

**Chief, Office of Internal Operations
Center for Health Care Quality,
California Department of Public Health**

October 2026



The California Department of Public Health (CDPH) is recruiting an experienced executive to lead the Office of Internal Operations within our Center for Health Care Quality (CHCQ)!

Come join one of the largest and most acclaimed state public health departments in the Nation to lead a team that is leading the way towards setting the standard for health care quality in California!

The Office of Internal Operations Chief provides daily oversight over the Fiscal Services Branch, Recruitment Resources Section, Training Branch, and the Business Operations Branch.

This person will also serve as the primary advisor to the Deputy Director on issues facing the CHCQ that involve capital, fees, contracts, grants, budget, human resources, process improvements, audits, information technology and innovation, operational efficiency, and lean transformation.

Who we're looking for:

An executive with integrity, vision, and a passion for public service. Someone who can independently evaluate, formulate, and implement policies to achieve the mission of the Department.

The ideal candidate:

- Executes broad judgement and action in formulating, operating, and evaluating CHCQ program policies.
- Identifies training needs and policy gaps within the Center.
- Deliberates variable complex factors when projecting annual operational expenses to ensure the revenue sustains Center operations and the rainy-day fund.
- Possesses expertise in transformational leadership and the structure & functions of the California State Government, including legislative and budgetary processes.
- Adaptable in changing priorities and organizational direction.

The state of California offers a generous benefits package including a pension plan and some of the best medical, dental, and vision plans available.

CDPH is committed to achieving a diverse workforce through application of equal opportunity and nondiscrimination policies in all aspects of employment to create an environment that is welcoming to all individuals.



CDPH works to protect people in the Golden State and helps shape positive health outcomes for individuals, families, and communities. CDPH programs touch the lives of everyone who calls California home, and the millions who visit each year.



The position is based in beautiful Sacramento, CA, and within a 90-minute drive of Lake Tahoe, Napa's wine country, and the San Francisco Bay Area. The city is surrounded by biking and hiking trails and is perfect for the healthy living enthusiast.

DUTY STATEMENT

Employee Name:	Position Number: 580-801-7500-006
Classification: Career Executive Assignment (CEA) B	Tenure/Time Base: Non-Tenure/Full-Time
Working Title: Chief, Office of Internal Operations	Work Location: 1615 Capitol Avenue Sacramento, CA 95814
Collective Bargaining Unit: M01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality	Branch/Section/Unit: Office of Internal Operations

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 managing the day-to-day operations of the Center for Health Care Quality (CHCQ) Office of Internal Operations, which encompasses the daily oversight over the Fiscal Services Branch, the Recruitment Resources Section, the Training Branch, and the Business Operations Branch. The position serves as the primary advisor to the Deputy Director on issues facing the CHCQ that involve capital, fees, contracts, grants, budget, human resources process improvement, audits, information technology and innovation, operational efficiency, and lean transformation. The incumbent independently evaluates, formulates, and implements policies to achieve the mission of the Department. The incumbent will also serve as a backup to the Deputy Director in dealing with the Legislature and other state departments on public health issues.

The Chief, CHCQ Office of Internal Operations works under the general direction of the Deputy Director of CHCQ.

Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Up to 5%
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

35% Exercises broad independent judgment and action in the formulation, operation, and evaluation of program policies for the Center. Shares direct responsibility with and works in collaboration with the Deputy Director in the overall management of the CHCQ to ensure program compliance with departmental policies, court orders, and performance standards. Provides day-to-day operational management for the CHCQ Office of Internal Operations. Directly responsible for policy development in and oversight of all Center administrative functions, including fee development, budget estimates, personnel management, recruitment, onboarding, positional planning, organizational design, accounting capital asset management, facilities, fleet and asset management, contracts and procurement, operational support, internal communications, internal and external audit coordination and response, training and internal/external customer service functions. Oversees accounting and budgeting functions associated with collections of revenue, distribution of funds, budget forecasting, annual change concepts and proposals, and use of materials to minimize misappropriation. Coordinates the development and implementation of training tools and resources required to provide on-going training to CHCQ staff and constituents as mandated by State and federal guidelines. Identifies training and policy gaps and oversees the development of and/or updates to applicable policies, procedures, and training material. Oversees the acquisition of new building space, inspection of buildings tools and supplies required to identify maintenance issues and building upgrades and repairs to ensure staff are assigned to functional ADA approved workstations. Reviews and monitors contracts to ensure compliance with state policies, practices, and procedures. Oversees the acquisition, maintenance, and tracking of Center-purchased equipment, such as laptops, tablets, and cellphones for over 1,400 staff and fleet of vehicles.

30% Serves as CHCQ's lead and the Deputy Director's primary policy advisor on Department information technology, human resources, center and department administrative processes, Lean Transformation, and other Department-wide initiatives, ensuring program business needs and interests are understood and integrated into the Department's Administrative planning. Responsible for development and implementation of CHCQ strategic plan. Conducts or coordinates evaluations of various program efforts to assess effectiveness and to assess the cost benefit of various strategies to improve program performance, to control program cost, and to expand access to quality health care. Analyzes and monitors operational performance of staff to ensure both State and federal workload objectives are met, and to monitor and assess areas of potential cost efficiencies, program improvement, or policy change. Provides guidance and ensures compliance with changing legislation, regulations and policies related

to budget change proposals, fiscal and personnel related issues. Implements policies, objectives, activities, or corrective action plans to ensure continuing operations and increased productivity.

- 10% Oversees the process of developing the annual CHCQ's Statewide Facility Fee Schedule to outline the fees health care facilities and providers pay to the State. Considers a multitude of complex factors to project annual operational expenses to ensure the fees collected will sustain CHCQ operations and rainy-day fund. Advises Directorate and the Health and Human Services Agency Secretary of future fee adjustments and the projected impact on health care facilities and providers throughout the state.
- 10% Collaborates with staff in the CHCQ, other public health entities within the Department, other state departments and agencies, federal officials, and outside partners to ensure that their activities and that of the CHCQ are coordinated and complementary with measurable outcomes representative of the departmental mission. Represents the program and serves as a liaison with regional, state, and public agencies. Works with affected stakeholders within and outside CDPH to identify and analyze options, develop recommended approaches, and present to the CHCQ Deputy Director and departmental directorate. Convenes and supports an advisory body of experts to assure that the Center's plans reflect the best practices and thinking of the broader health care community with regard to financial, business, and customer service operations while ensuring alignment with departmental mission and strategic priorities.
- 10% Represents the Deputy Director before the Department Director, Legislature, the media, and the public on licensing and certification issues. Responsible for special projects that are highly sensitive or pose significant impact to the operations of the center. Develops and delivers testimony at legislative hearings as the technical expert for CHCQ operations. Makes presentations to the legislative staff and committees regarding policies and budgets related to Center-wide operations.

Marginal Functions (including percentage of time)

- 5% Performs other work-related duties as assigned.

☐ 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: CB

Date: 9/16/2026