

DUTY STATEMENT

Employee Name:	Position Number: 580-810-8050-909
Classification: Nurse Surveyor Supervisor II	Tenure/Time Base: Permanent/Full time
Working Title: Internal Quality Assurance Manager	Work Location: Various locations available. Location to be determined upon hire
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Public Policy & Prevention Division	Branch/Section/Unit: Standard Interpretation Branch/Regulatory Review Section/Internal Quality Assurance Unit A

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 overseeing the Internal Quality Assurance (QA) Unit within the Standards Interpretation Branch. The Nurse Surveyor Supervisor II (NSS II) is responsible for developing, implementing, and monitoring statewide QA projects and activities, in accordance with State, Federal, licensing and certification standards, and local laws and regulations. The NSS II oversees the development of and reviews reports, surveys and correspondence for the QA projects and activities; and collaborates with interested parties to recommend training needs for all field staff and support staff. The NSS II makes recommendations to the Nurse Surveyors (NS)/QA Specialists and the District Offices staff based on

reports, surveys, and correspondence. The NSS II communicates with District Office staff, NSs/QA Specialists, management, and other Program staff regarding QA projects and activities. The NSS II is responsible for collaborating with Program personnel to assure quality work performance, to fulfill the mission of the Department. 5% travel may be required.

The incumbent works under the direction of the Nurse Surveyor Manager.

Special Requirements

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

Essential Functions (including percentage of time)

- | | |
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| 35% | Plans, directs, and monitors work products and decisions of the NS's in the review of surveys. Reviews, approves, and ensures the accuracy of the internal quality reviews, recommendations, and responses. Ensures that the review processes are implemented consistently and in accordance with program policy and state and federal laws and regulations. Allocates and assigns workload to professional staff and ensures reviews include a complete analysis of case. Monitors workload, adjusting as necessary, to meet operational goals and objectives. Responds to concerned parties in the review process. Collaborates with interested parties to determine priorities and workplans for quality reviews. Responsible for developing, implementing, and monitoring statewide Quality Improvement (QI) projects and activities, collaborating with subject matter experts, management team, and district offices as necessary. |
| 30% | Directs and oversees work processes, including Deficiency Review Requests to ensure Principles of Documentation have been followed, Standard Level Deficiency Reviews to ensure the regulatory deficiencies were cited correctly, and Prioritization Reviews to ensure the priority level of complaints or Facility Reported Incidents were assigned correctly by the district office staff. |
| 15% | Leads or participates in the planning, development, and presentation of results and trends found during the reviews. Participates in the planning, development, implementation, and distribution of dashboards and other reports regarding findings in internal quality review.
Collaborates with training representatives to identify training needs and develop presentations. |
| 10% | Manages and directs professional staff by providing guidance and timely feedback to employees on performance. Reviews and approves leave requests, coordinates backup coverage when staff are absent, reviews and signs approved timesheets. Prepares annual staff performance and probationary reports as required, identifies training needs |

and arranges for staff development and training, as needed. Develops recruitment material and conducts hiring interviews, completes hiring packages, and ensures onboarding and training of new staff. Establishes and monitors individual performance of QA Specialists. Ensures staff maintain competency in all program areas of responsibilities and acts as a resource person to assigned staff.

Regions

Region	Counties	Available Headquarter Locations
Region I	Los Angeles, Orange, San Luis Obispo, Santa Barbara, Ventura	Los Angeles, Orange, Ventura
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	San Francisco, East Bay, San Jose
Region III	Butte, Colusa, Glenn, Lassen, Modoc, Plumas, Trinity, Shasta, Sierra, Siskiyou, Sutter, Tehama, and Yuba	Chico
Region IV	Alpine, Amador, Calaveras, El Dorado, Placer, Sacramento, San Joaquin, Stanislaus, Tuolumne, Yolo	Sacramento, Stockton
Region V	Fresno, Kern, Kings, Madera, Mariposa, Merced, Tulare	Fresno
Region VI	Imperial, Inyo, Mono, Riverside, San Bernardino, San Diego	San Bernardino, San Diego, Riverside

Marginal Functions (including percentage of time)

5% Attends federal and state training programs, in service and continuing education courses necessary to maintain program knowledge and QI competency skills

5% 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: JF

Date: 9/22/26