

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Research Data Analyst II

POSITION NUMBER:

812-5731-955

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

CCLD/COB

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

ITLB/ Disaster Response Unit

SUPERVISOR'S NAME:

Josh Gleason

SUPERVISOR'S CLASS:

Supervisor I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☒ Other (Explain below)

All applicants will be fingerprinted and must pass a criminal background check.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division (CCLD) to promote the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory system. The mission of the Disaster Response Unit (DRU) is to act as the Division's centralized disaster response team that aims to protect the health and safety of individuals receiving care from a licensed facility during disasters in the State. The DRU tracks disasters that may potentially impact facilities, determines and alerts potentially impacted facilities, communicates critical updates with Division stakeholders, trains Regional and Program Office staff in the Division's standard operating procedures, and strives to continuously improve disaster tools and processes through collaboration with internal and external stakeholders. The unit's functions include ensuring licensees have the tools and resources to aid with disaster preparedness, response, and recovery efforts that are available to Californians.

CONCEPT OF POSITION:

The Information Technology Liaison Bureau (ITLB) is responsible for CCLD disaster response coordination and reporting activities. The ITLB requires a dedicated Research Data Analyst II (RDA II) to support all aspects of disaster response operations, including formal communications and memoranda, training coordination, data tracking, and reporting functions. The RDA II collaborates with CCLD programs, management, and external departments to ensure accurate information and data are developed, uploaded, tracked, and reported in a timely manner. The incumbent serves as a subject matter expert in data collection, analysis, and reporting processes, including the configuration, maintenance, optimization of technical tools, and reports generated from those systems.

A. RESPONSIBILITIES OF POSITION:

25% The RDA II supports CCLD programs in meeting SB 582, Licensing During Emergencies and Disasters requirements and reporting obligations. The incumbent researches, compiles, analyzes, and interprets complex technical and program data from multiple sources, including Tableau, Power BI, ArcGIS, Salesforce, SharePoint, dashboards, Microsoft Excel, Everbridge, and other reporting systems. Responsibilities include reviewing and analyzing statistical workload data; collaborating with analysts to compile data for mandated reports; and preparing written narratives and analytical summaries as needed. The RDA II may utilize Python, SQL, and automation tools such as Power Automate and Nitro Studio to clean, analyze, and disseminate disaster-related data. The position also develops data visualizations and performs in-depth spatial analysis using GIS platforms including ArcGIS Online and ArcGIS Pro, while transferring and extracting GIS data through partner geoportals and data hubs.

20% Make recommendations to modify the collection and reporting procedures and tools to better meet the needs of CCLD, DRU, and the clients we serve. Act as a citizen creator by creating, updating, and configuring tools and solutions utilizing approved commercial off the shelf software. Create and document reference materials for tools and processes, reference architecture diagrams, and application design assessments. Within the solutions ensure compliance with all CDSS information security policies. Support CCLD/ITLB priorities in the development and implementation of the new Facility Management System (FMS) by contributing to planning efforts, facilitating communication, and serving as a subject matter expert for SB 582 responsibilities. Additionally, the RDA II will ensure that the FMS is designed and maintained to allow for the development and distribution of reports that are mandated by legislative requirements. Analyze the data collected from the FMS to identify concerns, inconsistencies and trends.

15% Interface with staff throughout the Division, Department, Agency, and other disaster authorities or stakeholders to collect, validate, analyze, and report data related to disaster response and facility operations. Analyze information from multiple sources to identify trends, patterns, discrepancies, and emerging information needs for Agency, the Governor's Office, and confidential and public dashboards. Represent the Division to discuss the data collection and reporting methods used by CCLD.

15% Collaborate with Program staff, ISD, and external partners to conduct data validation and reconciliation for the FMS, including ongoing releases and system updates. Conduct daily analysis of collected data using existing reports and data resources to identify trends, patterns, discrepancies, and data-quality issues. Research and resolve data inconsistencies by analyzing source information, validating data against established requirements, and coordinating with users as needed. Develop and implement data-quality processes and analytical solutions to address immediate and ongoing information needs and support accurate, consistent, and reliable reporting.

10% • Analyzing system trends and user feedback to identify opportunities for business process improvements and future system enhancements. At the end of the year, prepare analysis on SB 582 impacts and updates in order to provide a single document that looks back and shows what occurred the previous year for CCLD disaster efforts. Analyze year-to-year data to identify regularly impacted areas and develop methods that can be proactively implemented. Additionally, the RDA II may be required to provide ad hoc after hours and weekend support to on-call staff in response to emergent operational needs.

10% Perform other analytical and research activities as needed to support CCLD program operations. Collaborate with internal staff and stakeholders to address emerging information needs, provide research assistance, analyze and validate data from various sources, and develop ad-hoc reports, data resources, and visualizations. Support special projects, system updates, data-quality initiatives, and other assignments requiring research, analysis, interpretation, and reporting.

5% Other duties as required.

B. SUPERVISION RECEIVED:

The RDA II reports to and receives supervision from the Supervisor I.

C. ADMINISTRATIVE RESPONSIBILITY:

The Central Operations Branch is responsible for the coordination of all Disaster Response activities pertaining to CCLD, FMS implementation and system enhancement, and ITLB Program liaisons.

D. PERSONAL CONTACTS:

The ITLB staff and management, all CCLD Staff and management, the Research, Automation, and Data Division (RADD), Information Systems Division (ISD), Disaster Services Branch (DSB), other Departments and Agency staff who are assigned to disaster response activities, County and local governments.

E. ACTIONS AND CONSEQUENCES:

Failure to accurately collect, review, analyze, and report disaster-related data can result in incomplete or inconsistent information being used to support CCLD programs and reporting requirements. Gaps in data quality, system processes, or staff training can make it more difficult to provide timely information, identify trends, and ensure disaster response activities are supported appropriately. Failure to communicate clearly, collaborate effectively, and use good judgment when working with data, systems, and staff can lead to misunderstandings and delays in meeting the needs of the Division and the clients we serve.

F. OTHER INFORMATION:

Understanding of how disasters are monitored and tracked, how to analyze and work with data, and how a mass notification system works is helpful in order to follow the Division's standard operating procedures. This position may require travel and will work with staff statewide. The person who fills this position will sit at Headquarters or the CCLD Regional Office nearest their home assuming availability.