

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Analyst II

POSITION NUMBER:

800-811-5393-910

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

Care Provider Management Branch

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

Customer Relations Unit 2

SUPERVISOR'S NAME:

Yvonne Flores-Larios

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)

The Analyst II is subject to fingerprinting and a criminal records check by the Department of Justice. Supervision required.

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.

N/A

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.

N/A

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Care Provider Management Branch (CPMB) is to ensure and promote the health and safety of each person in community care. Through the Guardian Management System, we serve, aid, and protect the most vulnerable persons associated to our agencies and registries by processing background checks that meet all State and Federal mandates in an equitable manner.

CONCEPT OF POSITION:

Under the direction of the Supervisor I, the Analyst II performs full journey level work using a wide range of established and developed analytical skills and program knowledge to respond to applicants, agencies, engaged partners and business partner inquiries regarding background check requirements to be associated to a CCLD facility or registry. The Analyst II will research, analyze and investigate the most complex issues and provide accurate and timely information for problem resolution. The Analyst II will act in a lead role, providing program knowledge to aid constituents, regional offices, and the general public.

A. RESPONSIBILITIES OF POSITION:**45% - Problem-Solving and Public Inquiry Support**

Respond daily to inquiries and complaints received via a multi-line phone system and email inbox, providing direct support on processes and statuses related to background check applications for individuals associated with CCLD licensed facilities/agencies, registries, engaged partners, and the public. Interpret and apply statutory laws and regulations to address and resolve complex inquiries regarding care provider background check processes and statuses. Conduct independent research and analysis of care provider eligibility to work or associate with CCLD licensed facilities or registries. Investigate and resolve issues and complaints regarding CPMB background check statuses or case management system discrepancies. Identify and address issues related to background check exemption processes, ensuring resolution aligns with legal and regulatory standards.

40% - Case Management and Resolution

Provide consultative services and technical assistance to CCLD programs regarding criminal background checks, acting as a liaison for Regional Offices, TrustLine, Ombudsman Program staff, and County Offices. Resolve issues in alignment with legislative, regulatory, and departmental policies. Draft and prepare comprehensive documentation for unified cases, including Statements of Facts, findings, and tracking outcomes, collaborating with CCLD Legal for administrative actions when required. Process In-Home Supportive Services provider exception requests. Perform complex case management tasks related to criminal offender record information and federal justice criminal justice information system to process fingerprint submissions and resolve issues related to merging duplicate profiles such as registry merges with payments, Hardcard processing and fingerprint rejections, Administrator Certification transfers, data migration errors, and delays in exemption processing. Serve as a subject matter expert on sealing criminal records, advising peers and management on fingerprint submissions, Hardcard rejections, and data migration errors.

10% - CPMB Representation

Participate in special projects, trainings, meetings and develop reports focused on improving timeliness, completeness, and quality of customer service. Contribute to team efforts to achieve work objectives and goals, including acting as a lead and providing guidance or assistance to lower-level staff. Develop and facilitate training related to answering multi-line phone system and email inbox, fingerprint rejects, fingerprint data migration errors, and criminal record exemption transfers.

5% - Expert Testimony and Additional Responsibilities

Provide expert testimony in legal or administrative proceedings related to casework and background check processes. Perform other duties as assigned to support the needs and objectives of the branch.

B. SUPERVISION RECEIVED:

The Analyst II works independently and reports to and receives direction from the Supervisor I. The Analyst II is expected to keep their respective supervisor proactively informed of progress and potential problem areas.

C. ADMINISTRATIVE RESPONSIBILITY:

The Analyst II is responsible for keeping their manager informed of tasks, challenges, and any barriers to completing assignments. They are also required to upkeep and submit timely and regular reports/spreadsheets to the Supervisor I, ensuring ongoing communication and transparency regarding their work.

D. PERSONAL CONTACTS:

The Analyst II has frequent contacts with staff throughout CCLD. The Analyst II also interacts with internal and external engaged partners, including public agencies and other governmental agencies. The Analyst II may serve as the team leader or serve as a representative or speaker on various interdepartmental or interagency task forces and committees.

E. ACTIONS AND CONSEQUENCES:

The Analyst II must demonstrate sound judgment and the ability to make critical decisions, as poor judgment or ineffective decision-making can significantly impact the California Department of Social Services' (CDSS) mission to serve, aid, and protect vulnerable children and adults. Insufficient research or failure to thoroughly analyze information may compromise investigations, jeopardize client safety, and undermine the integrity of community care facilities. This position requires access to highly confidential and sensitive information, making the strict maintenance of confidentiality imperative. Any failure to fulfill the duties and responsibilities of this role effectively could result in violations of laws, regulations, and codes governing community care licensing, ultimately endangering the well-being of those the department seeks to protect.

F. OTHER INFORMATION:

The AGPA position requires adaptability to a hybrid work schedule determined by CDSS, subject to change based on business needs. The AGPA must demonstrate professionalism, flexibility, sound judgment, and effective decision-making while researching, interpreting, and applying laws and regulations related to background checks.

Key responsibilities include managing time and resources efficiently, solving problems creatively, multitasking, and collaborating with team members to provide excellent service. Treating others fairly, respectfully, and honestly is essential. The AGPA must also prioritize tasks, meet deadlines, and operate computer systems to complete assignments accurately and efficiently.

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Care Provider Management Branch

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

Customer Relations Unit 2

SUPERVISOR'S NAME:

Yvonne Flores-Larios

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)

The Analyst I is subject to fingerprinting and a criminal records check by the Department of Justice. Supervision required.

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

SUPERVISOR'S SIGNATURE

DATE

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

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.

N/A

Total number of positions for which this position is responsible:

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MISSION OF ORGANIZATIONAL UNIT:

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CONCEPT OF POSITION:

Under the supervision of the Supervisor I, the Analyst I performs work using a wide range of established and developed analytical skills and program knowledge to respond to applicants, agencies, engaged partners and business partner inquiries regarding background check requirements to be associated to a Community Care Licensing Division(CCLD) facility or registry. The Analyst I will research, analyze and investigate the less complex issues and provide accurate and timely information for problem resolution. The Analyst I will provide program knowledge to aid constituents, regional offices, and the general public.

A. RESPONSIBILITIES OF POSITION:**45% - Problem-Solving and Public Inquiry Support**

Respond daily to inquiries and complaints received via a multi-line phone system and email inbox, providing direct support on processes and statuses related to background check applications for individuals associated with CCLD licensed facilities/agencies, registries, engaged partners, and the public. Interpret and apply statutory laws and regulations to address and resolve less complex inquiries regarding care provider background check processes and statuses. Conduct research and analysis of care provider eligibility to work or associate with CCLD licensed facilities or registries. Investigate and resolve less complex issues and complaints regarding CPMB background check statuses or case management system discrepancies. Identify and address issues related to background check exemption processes, ensuring resolution aligns with legal and regulatory standards.

40% - Case Management and Resolution

Provide consultative services and technical assistance to CCLD programs regarding criminal background checks, acting as a liaison for Regional Offices, TrustLine, Ombudsman Program staff, and County Offices. Resolve issues in alignment with legislative, regulatory, and departmental policies. Receive In-Home Supportive Services provider exception applications and create Guardian profile. Perform less complex case management tasks related to criminal offender record information and federal justice criminal justice information system to process fingerprint submissions and resolve issues related to merging duplicate profiles, Hardcard fingerprints, data migration errors, and delays in exemption processing. Advise peers and management on fingerprint submissions and data migration errors.

10% - CPMB Representation

Participate in special projects, trainings, meetings and develop reports focused on improving timeliness, completeness, and quality of customer service. Contribute to team efforts to achieve work objectives and goals, including providing guidance or assistance to lower-level staff. Develop and facilitate training related to answering multi-line phone system and email inbox, and fingerprint data migration errors.

5% - Expert Testimony and Additional Responsibilities

Provide expert testimony in legal or administrative proceedings related to casework and background check processes. Perform other duties as assigned to support the needs and objectives of the program.

B. SUPERVISION RECEIVED:

The Analyst I is responsible for keeping their manager informed of tasks, challenges, and any barriers to completing assignments. They are also required to upkeep and submit timely and regular reports/spreadsheets to the Supervisor I, ensuring ongoing communication and transparency regarding their work.

C. ADMINISTRATIVE RESPONSIBILITY:

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E. ACTIONS AND CONSEQUENCES:

The Analyst I must demonstrate sound judgment and the ability to make critical decisions, as poor judgment or ineffective decision-making can significantly impact the California Department of Social Services' (CDSS) mission to serve, aid, and protect vulnerable children and adults. Insufficient research or failure to thoroughly analyze information may compromise investigations, jeopardize client safety, and undermine the integrity of community care facilities. This position requires access to highly confidential and sensitive information, making the strict maintenance of confidentiality imperative. Any failure to fulfill the duties and responsibilities of this role effectively could result in violations of laws, regulations, and codes governing community care licensing, ultimately endangering the well-being of those the department seeks to protect.

F. OTHER INFORMATION:

The SSA position requires adaptability to a hybrid work schedule determined by CDSS, subject to change based on business needs. The SSA must demonstrate professionalism, flexibility, sound judgment, and effective decision-making while researching, interpreting, and applying laws and regulations related to background checks.

Key responsibilities include managing time and resources efficiently, solving problems creatively, multitasking, and collaborating with team members to provide excellent service. Treating others fairly, respectfully, and honestly is essential. The SSA must also prioritize tasks, meet deadlines, and operate computer systems to complete assignments accurately and efficiently.

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Yvonne Flores-Larios

SUPERVISOR'S CLASS:

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