

DUTY STATEMENT

Employee Name:	Position Number: 580-821-9925-002
Classification: Supervising Program Technician II	Tenure/Time Base: Permanent/Full time
Working Title: Program Technician Supervisor	Work Location: 1615 Capitol Ave, Sacramento, CA 95814
Collective Bargaining Unit: S04	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/ Licensing & Certification Division	Branch/Section/Unit: Healthcare Workforce Branch /Healthcare Professional Certification and Licensing Section/Registry 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 functioning as a working supervisor directing and monitoring the work flow of application material received from certified nurse assistants (CNAs), home health aides (HHAs) and hemodialysis technicians (CHTs) who wish to become certified. Monitors the telephone information center's approximately 4,000 calls received monthly from CNAs, HHAs, health care administrators, training program instructors/staff, directors of staff development, legislators and other state agency personnel regarding status and procedures.

The incumbent works under the general direction of the Supervisor I.

Special Requirements

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

Essential Functions (including percentage of time)

- 40% Organizes, directs and monitors the work flow of the staff responsibilities related to the maintenance of the CNA, HHA, and CHT registries. Monitors work assignments to ensure accuracy, completeness, and timely processing of registry tasks. Facilitates training and monthly meetings with staff and assess and identify training needs. Directs staff on a daily basis focusing on priority workload areas while maintaining a consistent flow of work. Interviews, selects and trains technical staff in the application of basic knowledge of licensing and certification laws and rules. Keeps registry staff informed of new/changes procedures to ensure consistent application of processes and information provided to approximately 4,000 public inquiries per month. Interprets state and federal statutory/regulatory requirements affecting the registry program.
- 30% In order to ensure the most efficient and effective operation of the unit, the SPT II will:
Monitor and participate in the processing of all types of applications.
Monitor and participate in the telephone information center to keep informed of current problems or trends in the processing system. Prepare correspondence in response to inquiries received via letters, emails, phone calls or faxes from applicants, certificate holders, general public, and other entities.
- 20% The SPT II assists with various stages in the recruitment process and the preparation of various hiring documents related to job bulletins including, SOQ's and position justifications. Assists in developing screening criteria, screening applications, drafting interview questions, interview rating criteria, scheduling interviews and collecting required interview documents. Assists in assembling the hire package for the selected candidate, including conducting reference checks and prepares tentative offer documentation. Prepares personnel documents pertaining to hiring and exiting staff, probation reports, absence requests, merit salary adjustments and attendance reporting.

Marginal Functions (including percentage of time)

- 5% Assisting management in special projects.
- 5% Other duties as requested.

☐ 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: 11/20/24