State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:	
VACANT	
CLASSIFICATION:	POSITION NUMBER:
Analyst I	800-811-5157-732
DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*	BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*
Care Provider Managemant Branch	Case Processing Unit 6
SUPERVISOR'S NAME:	SUPERVISOR'S CLASS:
Inna Swickard	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.

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 supervision of the Supervisor I, the Analyst I applies analytical skills and program knowledge to manage background check investigations. The Analyst I is responsible for maintaining a full caseload, meeting deadlines, and delivering high-quality results while upholding excellent customer service standards.

A. RESPONSIBILITIES OF POSITION:

45% - Case Management and Processing and Public Inquiries

Review and analyze criminal offender record information, federal criminal justice data, law enforcement records, court documents, and other materials to determine the approval or denial of exemptions or clearances related to background checks. Utilize an electronic case management system to organize, track, and process assigned cases in compliance with the Community Care Licensing Division (CCLD) and CPMB procedures. Apply and interpret statutory laws, regulations, and established policies to ensure accurate, and well documented exemption determinations. Maintain complete and accurate case records by documenting actions, progress, and outcomes in the case management system. The Analyst I performs less complex case review and analysis under close supervision, following established procedures and guidelines. Analyze and respond to inquiries and correspondence from applicants, regional office staff, and legal staff regarding background check processes, case status, and routine case matters, ensuring accurate and appropriate information is provided.

40% - Legal Case Processing

Assist in preparing legal documents such as Statements of Fact for administrative actions, including immediate exclusions, denials, and revocations. Independently review and request documents such as exemption requests, arrest reports, and court records to develop case recommendations. Collaborate with peers, management, and CCLD legal counsel to ensure compliance with regulations for cases involving criminal history.

10% - CPMB Representation

Provide information and support related to exemption case processing. Actively participate in meetings and special projects aimed at improving timeliness, completeness, and overall case quality. Contribute as a collaborative team member to achieve division goals and objectives.

5% - Expert Witness and Other Duties

Provide expert testimony in legal or administrative proceedings related to casework. Perform additional duties as assigned to support program needs and objectives.

B. SUPERVISION RECEIVED:

The Analyst I reports to and receives supervision from the Supervisor I.

C. ADMINISTRATIVE RESPONSIBILITY:

The Analyst I is responsible for keeping their manager informed about task progress, challenges, and any barriers to completing assignments. They are also required to maintain and submit timely, accurate reports and spreadsheets to the Supervisor I, ensuring consistent communication and transparency regarding their work.

D. PERSONAL CONTACTS:

The Analyst I has frequent contact with staff across CCLD and engages with internal and external partners, including public and governmental agencies. The Analyst I may serve as a representative and speaker on interdepartmental or interagency task forces and committees. A strong commitment to excellent customer service is essential, as the Analyst I provides clear, professional communication to applicants, engaged partners, and team members.

E. ACTIONS AND CONSEQUENCES:

The Analyst I must exercise sound judgment and demonstrate the ability to make critical decisions, as poor judgment or ineffective decision-making can have serious consequences for the California Department of Social Services' mission to serve, protect, and support vulnerable children and adults. Inadequate research or failure to thoroughly analyze information may compromise investigations, jeopardize client safety, and erode the integrity of community care facilities. This position involves access to highly confidential and sensitive information, requiring strict adherence to confidentiality standards. Failure to protect PII or perform the duties and responsibilities effectively could lead to violations of laws, regulations, and codes governing community care licensing, ultimately endangering the well-being of those the Department is committed to safeguarding.

F. OTHER INFORMATION:

The Analyst I position requires adaptability to a hybrid work schedule, with potential adjustments based on business needs. The Analyst I must exhibit professionalism, flexibility, sound judgment, and effective decision-making while researching, interpreting, and applying laws and regulations related to background checks.

Key responsibilities include efficiently managing time and resources, approaching problems with creativity, multitasking effectively, and collaborating with team members to deliver excellent service. Treating others with fairly, respectfully, and with integrity is essential. The Analyst I must be able to prioritize tasks, meet deadlines, and operate computer systems to complete assignments with accuracy and efficiency.

State of California - Department of Social Services
DUTY STATEMENT

EMPLOYEE NAME:	
VACANT	
CLASSIFICATION:	POSITION NUMBER:
Analyst II	800-811-5393-732
DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*	BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*
Care Provider Management Branch	Case Processing Unit 6
SUPERVISOR'S NAME:	SUPERVISOR'S CLASS:
Inna Swickard	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.

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MISSION OF ORGANIZATIONAL UNIT:

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CONCEPT OF POSITION:

Under the direction of the Supervisor I, the Analyst II performs advanced analytical work requiring in-depth knowledge of background check processes and program requirements. The Analyst II utilizes strong analytical skills and program expertise to efficiently manage and process background check applications. This position involves independently handling a full caseload, ensuring all tasks are completed accurately, in compliance with regulations, and within established timelines, while consistently delivering high-quality results.

A. RESPONSIBILITIES OF POSITION:

45% - Case Management and Processing and Public Inquiries

Independently review and analyze criminal offender record information, federal criminal justice data, law enforcement records, court documents, and other relevant materials to support determinations regarding the approval or denial of exemptions or clearances related to background checks. Utilize an electronic case management system to organize, track, and process assigned cases in compliance with Community Care Licensing Division (CCLD) and CPMB procedures. Apply and interpret statutory laws, regulations, and established policies to ensure accurate, consistent, and well documented exemption determinations. Maintain complete and accurate case records by documenting actions, progress, and outcomes in the case management system. The Analyst II independently performs case review and analysis, following established procedures and guidelines. Analyze and respond to inquiries and correspondence from applicants, regional office staff, and legal staff regarding background check processes, case status, and routine case matters, ensuring accurate and appropriate information is provided.

40% - Legal Case Processing

Prepare Statement of Fact for administrative actions resulting in immediate exclusion, non-immediate exclusion, denials, and revocations. Request and review exemption request documents, arrest reports, court records and other documents to independently develop case recommendations on legal cases with an exemption component. Consult with peers, management and CCLD legal counsel on cases involving criminal history.

10% - CPMB Representative

Act as a subject matter expert for exemption case processing. Actively participate in special projects and meetings focused on improving timeliness, completeness, and quality of case processing. Participate as an integral member of a team environment to accomplish work assignments, objectives, and goals. Provide guidance to Analyst I's.

5% - Expert Witness and Other Duties

Provide expert testimony in legal or administrative proceedings related to casework. Perform additional duties as assigned to support program needs and objectives.

B. SUPERVISION RECEIVED:

The Analyst II reports to and receives direction from the Supervisor I.

C. ADMINISTRATIVE RESPONSIBILITY:

The Analyst II is responsible for keeping their manager informed about task progress, challenges, and any barriers to completing assignments. They are also required to maintain and submit timely, accurate reports and spreadsheets to the Supervisor I, ensuring consistent communication and transparency regarding their work.

D. PERSONAL CONTACTS:

The Analyst II has frequent contact with staff across CCLD and engages with internal and external partners, including public and governmental agencies. The Analyst II may serve as a team leader, and or act as a representative and speaker on interdepartmental or interagency task forces and committees. A strong commitment to excellent customer service is essential, as the Analyst II provides clear, professional communication to applicants, engaged partners, and team members.

E. ACTIONS AND CONSEQUENCES:

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