DUTY STATEMENT

Employee Name: **Vacant**	Position Number: **580-405-4801-004**
Classification: Supervisor II	Tenure/Time Base: Permanent / Full-Time
Working Title: Section Chief	Work Location: 1616 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Infectious Diseases / Division of HIV, HCV, and STIs	Branch/Section/Unit: Office of AIDS / AIDS Drug Assistance Program Branch / Client Services, Quality Assurance and Training Section

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 supporting program operations through knowledgeable client service, effective training, and quality assurance. The AIDS Drug Assistance Program (ADAP) Branch oversees ADAP, which provides access to life-saving medications for eligible persons living with HIV/AIDS and the Pre-Exposure Prophylaxis Assistance Program (PrEP-AP), which provides access to HIV prevention medications and medical services to eligible persons who are HIV negative and at risk for contracting HIV.

The Supervisor II plans, coordinates, oversees and provides leadership and strategic direction to the Client Services Unit (CSU) and the Quality Assurance and Training (QAT) Unit. Incumbent guides staff

in developing policies, procedures and strategies to support the ongoing care needs of individuals living HIV and individuals at risk for HIV/AIDS throughout California. This position requires interaction and collaboration with federal, state, and local agencies, insurance providers, advocacy organizations, and community partners due to the high visibility and political sensitivity of ADAP and PrEP-AP.

The incumbent works under the general direction of the Manager II, Chief of the ADAP Branch.

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)

35% Provides direction and strategic leadership support to the CSU and QAT unit chiefs. Establishes the section's priorities, sets performance expectations, and ensures alignment with ADAP Branch goals . Oversees work activities and monitors staff responsible for the CSU call center, which receives inquiries from ADAP clients (including clients enrolled in the ADAP's insurance assistance programs), PrEP-AP clients, enrollment workers, providers, pharmacies, and the public. Assists in developing and maintaining policies and procedures for the CSU and QAT units. Works with the chiefs of the CSU and QAT units on developing quality assurance benchmarks to ensure high-quality customer service and accurate data entry and reporting. Addresses eligibility issues timely and continuously monitors activities. Reviews and approves job aids and. standard operating procedures (SOPs). Oversees the development and implementation of training modules. Ensures CSU staff are trained to manage a high volume of calls and are trained on ADAP, PrEP-AP and ADAP Enrollment System functionality. Coordinates with the Supervisor IIs of the Eligibility Operations Section, the PrEP-AP and Strategic Projects Section, and the Program Integrity and Operations Sections on training, quality assurance, and client services-related tasks. Oversees the back up and emergency testing schedule for phone and other system failures.

25% Provides leadership, support, mentoring, training, and coaching to CSU and QAT staff and unit chiefs. Directs and oversees all personnel issues and activities within the section, including recruitment, hiring, onboarding, performance management, training, and staff development. Conducts performance evaluations and ensures clear performance expectations. Reviews and approves employee corrective and disciplinary actions. Works collaboratively with the OA Support Branch and the Department's Human Resources Division, the Labor Relations Unit, and the Civil Rights Unit.

25% Coordinates with ADAP Branch managers and staff, and ADAP and Care Evaluation and Informatics Branch managers and staff on monitoring processes related to client enrollment, program eligibility, pharmacy benefits, and insurance and medical benefits. Oversees the implementation of approved improvements to the call center, data systems, training, quality

assurance activities. Leads and participates in process improvement workgroups to strengthen client services, data processes, training systems, and quality assurance frameworks.. Represents the ADAP Branch on internal and external committees, including Enrollment Worker Advisory Committee Calls , CSU and QAT unit meetings, section meetings, ADAP Branch Meetings, and OA Management Team Meetings. Leads or participates on workgroups as required. Participates in conferences, meetings with external partners, and engages advocacy groups as needed.

10% In consultation with stakeholders, develops recommendations and implements for programmatic, policy, or procedural enhancements. In collaboration with the ADAP Branch Chief, plans and directs the implementation of approved programmatic changes. Coordinates all audit requests made by State and Federal agencies for the ADAP Branch. Updates the ADAP Branch's hiring resources.

Marginal Functions (including percentage of time)

5% Performs other Supervisor II job-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: E.L.
Date: 10/27/2026