

State of California
DUTY STATEMENT



SH3002 (Rev. 02/2020)

RPA Control No.#	C&P Analyst Approval FA	Date 9.29.2026
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Employee Name	Division Department of State Hospitals-Metropolitan			
Position No / Agency-Unit-Class-Serial 487-500-5393-	Unit Administration			
Class Title Analyst II	Location Executive Administration			
SUBJECT TO CONFLICT OF INTEREST ☐ Yes ☒ No	CBID R01	WORK WEEK GROUP 2	PAY DIFFERENTIAL	OTHER

BRIEFLY (1 or 2 Sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the direction of the Supervisor I (External Affairs Manager), the Analyst II (Communications and Engagement Analyst) performs professional analytical, communication, coordination, and administrative support work for the DSH-Metropolitan Office of Stakeholder Relations and assists with implementing approved internal and external communications, internal and external stakeholder engagement efforts, records coordination, and special projects. The incumbent gathers, verifies, organizes, and summarizes information; prepares and coordinates draft executive and hospital-wide communications, DSH-Sacramento reportables, media materials, website content, newsletters, bulletins, and other publications; supports responses to inquiries and Public Records Act, patient records, police records, and Disability Rights of California requests and visits; assists with Administrative Directives and policy updates; facilitates hospital tours; coordinates and documents events, recognition activities, community outreach, committee initiatives, and approved fundraising efforts; captures photographs and content; and maintains related calendars, files, logs, and tracking systems in accordance with established policies, confidentiality requirements, and review and approval processes.

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
45%	<u>Communications Support</u> Gathers information and prepares, edits, and formats draft communications and informational materials for internal and external stakeholders. Assignments may include DSH-Sacramento reportables, employee notices, executive messages, news releases, media background materials, talking points, reports, presentations, website content, fact sheets, and other routine materials for the Office of Stakeholder Relations. Verifies factual information with assigned subject-matter experts and routes drafts to the External Affairs Manager through established review and approval processes before distribution or posting. Provides assistance on communication and coordination support for California Public Records Act (PRA) requests, Patient Records Requests (PRR), Police Records Requests and Disability Rights of California (DRC) requests and visits in coordination with the External Affairs Manager, The PRA and Policy Coordinator, DSH Legal Services, and the DSH Public Records Act team. Logs and tracks requests; researches, disseminate, gathers, review, redact and organizes potentially responsive records; follows up with identified records custodians as directed; and prepares draft correspondence and supporting materials for review by the External Affairs Manager and legal staff.

	Supports the development and production of DSH Mental Notes, the DSH-Metropolitan Newsletter, bulletins, and message board content. Maintains production calendars; requests and organizes article submissions, photographs, captions, and supporting materials; and attends hospital-wide and local events to gather information and capture content. Drafts, edits, and formats materials; confirms factual details with contributing programs; routes content for review and approval; and distributes, posts, and archives final approved publications. Receives, logs, and routes inquiries submitted through the employee suggestion box and from news media, governmental offices, community partners, family members of patients, employees, and the public. Collects background information and prepares draft responses or supporting materials for review by the External Affairs Manager. Maintains communication calendars, distribution lists, inquiry logs, templates, and content files and posts approved information through assigned hospital communication channels.
30%	<u>Event, Tour, and Administrative Coordination Support</u> Under the direction of the External Affairs Manager, assists with planning, coordinating, communicating, and documenting internal and external hospital events, presentations, hospital tours, and recognition activities. Assignments may include Letters of Commendation presentations, Years of Service presentations, Employee Appreciation events, Day of Remembrance activities, special recognitions and awards, community events, and other activities as directed by the External Affairs Manager or Executive Director. Facilitates hospital tours for internal and external stakeholders by coordinating schedules, logistics, required clearances, supporting materials, and communication with participating hospital programs in accordance with established procedures. Attends assigned events and facilitate tours to provide on-site support, take photographs, and gather information and content. Prepares draft materials for approved communication channels, maintains related files and records, and completes assigned correspondence and follow-up activities. Assists with reviewing, editing, formatting, routing, tracking, and updating Administrative Directives, policies, procedures, and related correspondence.
20%	<u>Community Engagement and Committee Support</u> Supports community engagement efforts by developing and maintaining positive, cooperative working relationships with community groups, representatives, partner organizations, and members of the public. Participates in community events, forums, and outreach activities as assigned. Serves as a participating member of hospital committees and workgroups and collaborates with staff across hospital programs. Assists with planning, communications, coordination, and logistical support for committee activities, hospital events, approved fundraising efforts, and other initiatives as directed by the External Affairs Manager.
5%	<u>MARGINAL FUNCTIONS</u> All other assigned duties

Other Information	SUPERVISION RECEIVED The Analyst II is under the general direction and guidance of the Supervisor I (External Affairs Manager) SUPERVISION EXERCISED N/A <u>KNOWLEDGE AND ABILITIES</u> Knowledge of: Principles and practices for gathering, verifying, organizing, preparing, producing, and disseminating information through print, digital, web, broadcast, and other communication channels; English grammar, spelling, punctuation, editing, and plain-language standards; methods for developing informational materials for varied internal and external audiences; basic research, data collection, and analytical methods; principles of public administration and the organization and functions of California State Government; public records, records management, privacy, confidentiality, and accessibility requirements; and basic methods for supporting publications, stakeholder communications, committee activities, community engagement, and events. Ability to: Gather, verify, organize, analyze, and summarize information using established research and analytical methods; prepare and edit clear, accurate, and professional draft materials for varied audiences; communicate information effectively both orally and in writing; organize and complete multiple assignments within established priorities and deadlines; maintain accurate records, files, calendars, and tracking systems; follow applicable policies, procedures, confidentiality requirements, and review and approval processes; recognize and refer matters requiring supervisory direction; establish and maintain cooperative working relationships with employees, administrators, community partners, governmental representatives, and members of the public; collaborate effectively with interdisciplinary teams, committees, and workgroups; work appropriately and comfortably in hospital units and patient-care areas, as needed, to support events and staff-recognition activities; safeguard sensitive and confidential information; use available technology and resources effectively; and contribute to the department's equal employment opportunity objectives. <u>SPECIAL REQUIREMENT</u>

N/A

REQUIRED COMPETENCIES

PHYSICAL

The incumbent must possess the physical, mental, and cognitive abilities necessary to perform the essential duties of the position. This includes, but is not limited to, using computer software and hardware; performing repetitive fine motor and hand movements; bending, stooping, and twisting; walking on uneven surfaces; pushing and pulling up to 25 pounds; and lifting and carrying up to 25 pounds. The incumbent must also be comfortable entering and working in hospital units and other patient-care areas, as needed, while following all applicable safety, security, infection-control, and confidentiality requirements.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

CPR

Maintains current certification.

SITE SPECIFIC COMPETENCIES

- Completes assigned analytical, communication, coordination, and administrative work accurately and responsibly in accordance with established priorities, procedures, deadlines, and review requirements. Refers sensitive matters, exceptions, and issues requiring decisions to the External Affairs Manager.
- Communicates clearly and professionally with administrators, supervisors, employees, governmental representatives, other state agencies, community partners, media representatives, and members of the public.
- Organizes and coordinates assigned communications, events, records, correspondence, deadlines, and follow-up activities in support of the Office of Stakeholder Relations and Executive Administration. Maintains accurate tracking systems and provides timely status updates on assigned work.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Ability to work with variety of computer software (e.g. Word, Excel, PowerPoint, Publisher, Canva, Photo Editor, SharePoint, DropBox, and e-mail) and Office Equipment (copier, fax, computer, and telephone).

LICENSE OR CERTIFICATION - not applicable

TRAINING - Training Category = Type II General

The employee is required to keep current with the completion of all required training.

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation and hospital annual update.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PIH) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

WORKING CONDITIONS**EMPLOYEE IS REQUIRED TO:**

- Report to work on time and follow procedures for reporting absences;
- Maintain a professional appearance;
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
- Comply with hospital policies and procedures.

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and can safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external stakeholders.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty

statement to the employee named above.

Supervisor's Signature

Date