DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT	POSITION NUMBER (Agency – Unit – Class – Serial
California Correctional Health Care Services	- -8338-XXX
UNIT NAME AND CITY LOCATED	CLASSIFICATION TITLE
Quality Management Support Unit	Health Program Specialist I
	WORKING TITLE

COI	WORK WEEK GROUP	CBID	TENURE	TIME BASE
Yes ☐ No ☒	2	R01		

SCHEDULE (Telework may be available): _____ AM to _____ PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO
INCUMBENT (If known)	EFFECTIVE DATE

California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.

CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.

Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.

PRIMARY DOMAIN:	

Under the direction of the Institution Quality Management/Patient Safety (QM/PS) Health Program Manager III, the Health Program Specialist (HPS) I is a highly skilled, technical subject matter expert supporting the local QM/PS Programs and is a member of the institution Quality Management Support Unit (QMSU).

% 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS
40%	Serves as the local QM and PS highly skilled technical subject matter expert on policy and program requirements, as well as quality improvement concepts, techniques, and tools. Mentors staff in the use of existing improvement approaches, techniques, and tools. Assesses the institution's adherence to QM/PS Program requirements, identifies opportunities for improvement, and recommends strategies to improve performance. Conducts regular patient safety surveillance to identify and address systems and processes that may place patients at risk for harm. Works with the local Patient Safety Committee (PSC) Chairperson to establish processes ensuring immediate risks associated with reported health care incidents identified through the electronic Health Care Incident Reporting (eHCIR) System are mitigated (e.g., unusual occurrences, medication adverse events, sentinel events), and trends are identified and presented to the

	PSC for further review, prioritization, and action. Facilitates the design and implementation of quality and patient safety improvement initiatives, utilizing communication, teamwork, technical, and organizational skills, with minimal direction; uses project management skills and tools to organize and coordinate the work of multiple team members to successfully complete a variety of initiative tasks within established timeframes. Recommends and applies the most appropriate improvement approach for the issue at hand. Leads project teams through structured improvement approaches, including Root Cause Analysis (RCA), process analysis and redesign, failure mode and effects analysis, Lean Six Sigma strategies, and other nationally-recognized improvement strategies. Designs, develops, and implements deliverables associated with quality or patient safety improvement projects, including user guides, checklists, tools, training and development, workflows, policies, and procedures. Researches best practices in the broader health care industry, at correctional health care organizations, at other institutions, and care settings within the institution which can be recommended to improvement project teams for consideration. Collaborates with the Headquarters (HQ) QM/PS Program and regional teams on quality and patient safety initiatives as appropriate.
30%	Provides highly technical and programmatic expertise to support the local QM/PS Programs, including collaboration with local leaders responsible for running quality improvement committees and overseeing improvement activities, monitoring and maintenance of a local performance measurement and evaluation system, maintenance of an up-to-date Performance Improvement Work Plan that incorporates the highest-priority improvement initiatives, and application of quality improvement approaches, tools and techniques on a variety of high priority and complex assignments and projects to achieve institution performance objectives. Routinely reviews data from sources such as the Health Care Services Dashboard, Institution Scorecard, eHCIR System, Patient Safety Dashboard, local audits, and surveys and inspections to assess health care delivery system performance. Validates data used in performance evaluation; identifies and addresses data reliability problems, such as data entry errors that result in poor quality data. Identifies opportunities for improvement and prepares this data to be presented to the local Quality Management Committee or other subcommittee for review, prioritization and action, and lead or support follow-up activities to address the highest improvement priorities.
25%	Routinely reviews data from sources such as the Health Care Services Dashboard, Institution Scorecard, eHCIR System, Patient Safety Dashboard, local audits, and surveys and inspections to assess health care delivery system performance. Validates data used in performance evaluation; identifies and addresses data reliability problems, such as data entry errors that result in poor quality data. Identifies opportunities for improvement and prepares this data to be presented to the local Quality Management Committee or other subcommittee for review, prioritization and action, and lead or support follow-up activities to address the highest improvement priorities. Serves as the subject matter expert for RCA and facilitate RCAs, ensuring they are completed within timelines and meet Statewide Patient Safety guidelines for thoroughness and credibility. Ensures RCA Plans of Action make progress from month to month and are completed and/or resolved appropriately. Presents the progress of RCAs and RCA Plans of Action to the PCS or designated oversight subcommittee to ensure awareness of the progress of an RCA and allow opportunities for these groups to intervene if they deem appropriate. Identifies opportunities to utilize the RCA process for an event or series of events that may not reach the level of a sentinel event, but may be an indication of serious process breakdowns that place patients at risk. Collaborates with the HQ QM/PS Program and regional teams on RCAs as appropriate.
5%	Performs other related duties as required.

KNOWLEDGE AND ABILITIES

Knowledge of: Public health, mental health and health care services programs and trends; problems and procedures involved in establishing community relationships and assessing community health program needs and resources; preparation and planning for coordinated programs with local and Federal agencies, private agencies and health care providers; principles and methods of public administration including organization, personnel and fiscal management; methods of preparing reports; research and survey methods; methods and principles of medical care administration, disease and disability prevention, health promotion and medical rehabilitation; procedures, planning, implementation and monitoring of programs; design and plan for coordination of programs with Federal and local agencies; legislative processes.

Ability to: Assist in development of public health and health care projects; apply health regulations, policies and procedures; participate in monitoring and evaluating health programs and projects; gather, analyze and organize data related to health programs; analyze administrative problems and recommend effective action; speak and write effectively; act as program liaison with staff in other programs at the Federal, State, and local level; assist in planning, conducting and evaluating of field projects; recommend and take actions on a variety of health programs, project activities, staffing and budgetary processes; analyze proposed legislation, regulations and health program standards; provide consultation and technical assistance to local agencies; serve on task forces and committees as a program representative.

SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT

- CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.

SPECIAL PHYSICAL CHARACTERISTICS

- Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of others.
- Persons appointed to this position may be reasonably expected to exert up to 20 pounds of force occasionally and/or a negligible amount of force frequently or to constantly lift, carry, push, pull, or otherwise move objects.
- Involves sitting most of the time, but may involve walking or standing for brief periods of time.

SPECIAL PERSONAL CHARACTERISTICS

- Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Quality Management – Medical Program - Institution	CLASSIFICATION TITLE Health Program Specialist I				
	WORKING TITLE				
	COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): _____ AM to _____ PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)	EFFECTIVE DATE				

California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.

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Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.

PRIMARY DOMAIN:	

Under the direction of the Health Program Manager III or designee in licensed facilities, the Health Program Specialist (HPS) I acts as a highly skilled technical and subject matter expert in discrete areas of the Incarcerated Medical Services Program (IMSP), such as policy and procedure (P&P) development, IMSP-related data applications, performance trends, and local activities to ensure Departmental compliance with all court orders, laws, rules, regulations, and P&Ps governing the medical program. In addition, the HPS I serves a leadership role within a unit of staff tasked with establishment of a well-functioning health care performance management system at an institution, including a network of quality improvement committees that oversee improvement activities, a performance measurement and evaluation system, an annual improvement plan that incorporates the highest-priority improvement initiatives, and application of quality improvement tools and techniques to achieve performance objectives.

% 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS

25%	Serves as the Medical Program Coordinator of a designated institution, applying extensive knowledge of the full scope of medical services and the Primary Care Model to promote improvements in access to care, quality of care, continuity of care, appropriate utilization of services, and cost effectiveness. Serves as an on-site expert on IMSP P&Ps and all court orders, laws, rules, standards, and guidelines relevant to the medical program. Serves as a liaison between California Correctional Health Care Services headquarters staff and institution staff in relation to medical program implementation issues. Facilitates communication between headquarters and the field, and provides technical consultation about the pragmatic application of IMSP P&Ps in the field. Provides ongoing technical assistance and training to custody and clinical staff on medical program and Primary Care Model components and IMSP requirements, participating in problem-solving sessions at a variety of levels to remove barriers to appropriate care.
25%	In collaboration with other health care managers, develops and implements an ongoing institution health care performance measurement system to aid management in identifying priorities for medical care quality and performance improvement, establishing performance goals, and assessing progress toward achieving those goals. Routinely reviews medical care performance data from sources such as the Health Care Services Dashboard, Institution Scorecard, local audits, and surveys and inspections to assess health care delivery system performance. Systematically collects data related to annual medical care performance improvement goals and objectives, and reviews, analyzes, evaluates, and summarizes institution data on a continual basis to report findings to institution and headquarters management. Designs detailed performance reports to promote individual staff member and care team behavioral changes to improve clinic performance levels. Develops data collection and audit tools, tracking systems, and reporting mechanisms in support of institution medical care improvement activities. Conducts periodic audits of comprehensive self-assessments using specified indicators and review tools. Designs performance measures to determine medical care baseline performance levels and evaluate the success of improvement initiatives and provides guidance to Quality Improvement Team members regarding effective data collection methods and techniques. Validates data used in performance evaluation; identifies and addresses data reliability problems, such as data entry errors that result in poor quality data. Provides support to institution staff in managing and maintaining medical program data applications, information transfers, and reports. Responds to institution-specific data requests.
25%	Supports the development of an Institution Performance Improvement Plan, updated annually. Recommends interventions to improve patient medical care outcomes, cost-effectiveness, and adherence to clinical guidelines, policies, or State and federal laws. Serves a leadership role in the implementation of individual medical care improvement initiatives, utilizing communication, teamwork, analytical, and organizational skills, with minimal direction; uses project management skills and tools to organize and coordinate the work of multiple team members to successfully complete a variety of initiative tasks within established timeframes. Performs the most complex completed staff work in support of medical care improvement projects, including working with subject matter experts to develop or modify Local Operating Procedures, guidelines, protocols, decision support tools (e.g., forms, checklists, pocket guides) and training programs. Researches best practices in the broader health care industry, at correctional health care organizations, at other institutions, and care settings within the institution and shares them with health care staff. Participates in quality improvement committee meetings, helping members identify and analyze health care services delivery system problems and issues, particularly as related to medical program implementation and program adherence, determines program operational needs and requirements, and takes effective action to address both clinical and custody considerations. Coordinates activities to prepare for inspections, audits, and surveys, particularly as they relate to the medical program.
20%	Serves as a local subject matter expert in statewide Quality Management Program and Patient

	Safety Program requirements relating to medical care, as well as quality improvement concepts and techniques. Facilitates quality improvement teams focusing on medical care, and guiding health care staff as they apply nationally accepted improvement techniques, such as root cause analysis, process mapping and redesign, failure mode and effects analysis, and lean/Six Sigma processes. Mentors staff in the use of existing improvement tools, such as patient registries, to improve patient medical care outcomes and quality of care. Assesses the institution's adherence to Quality Management Program and Patient Safety Program requirements, identifies areas of weakness, and recommends strategies to improve adherence.
5%	Performs other duties as required.
	KNOWLEDGE AND ABILITIES *Knowledge of:* Public health, medical health care services, programs and trends; problems and procedures involved in establishing community relationships and assessing community health program needs and resources; preparation and planning for coordinated programs with local and federal agencies, private agencies, and health care providers; principles and methods of public administration including organization, personnel, and fiscal management; methods of preparing reports; research and survey methods; methods and principles of medical care administration, disease, and disability prevention, health promotion, and medical rehabilitation; procedures, planning, implementation, and monitoring of programs; design and plan for coordination of programs with federal and local agencies; and legislative processes. *Ability to:* Assist in the development of public health and health care projects; apply health regulations, P&Ps; participate in monitoring and evaluating health programs and projects; gather, analyze, and organize data related to health programs; analyze administrative problems and recommend effective action; speak and write effectively; act as program liaison with staff in other programs at the federal, State, and local level; assist in planning, conducting and evaluating of field projects; recommend and take actions on a variety of health programs, project activities, staffing, and budgetary processes; analyze proposed legislation, regulations and health program standards; provide consultation and technical assistance to local agencies; and serve on task forces and committees as a program representative. **SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT** • CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this. **SPECIAL PHYSICAL CHARACTERISTICS** Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, the incarcerated, or the public. **SPECIAL PERSONAL CHARACTERISTICS** • Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts. • Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement. • Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner. • Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***		
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EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Quality Management – Mental Health Program - Institution	CLASSIFICATION TITLE Health Program Specialist I				
	WORKING TITLE				
	COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): _____ AM to _____ PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)	EFFECTIVE DATE				

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PRIMARY DOMAIN:	

Under the direction of the Health Program Manager III or designee in a licensed facility, the Health Program Specialist (HPS) I acts as a highly skilled technical and subject matter expert in discrete areas of the Mental Health Services Delivery System (MHSDS), such as policy and procedure development, MHSDS-related data applications, performance trends, and local activities to ensure departmental compliance with all court orders, laws, rules, regulations, policies, and procedures governing the Mental Health Program. In addition, the HPS I serves a leadership role within a unit of staff tasked with establishment of a well-functioning health care performance management system at an institution, including a network of quality improvement committees that oversee improvement activities, a performance measurement and evaluation system, an annual improvement plan that incorporates the highest-priority improvement initiatives, and application of quality improvement tools and techniques to achieve performance objectives.

% 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS

25%	Serves as the Mental Health Program Coordinator of an institution, applying extensive knowledge of the full scope of mental health services and the Primary Care Model to promote improvements in access to care, quality of care, continuity of care, appropriate utilization of services, and cost effectiveness. Serves as an on-site expert on the MHSDS Program Guide and all court orders, laws, rules, standards, and guidelines relevant to the Mental Health Program. Serves as a liaison between California Correctional Health Care Services headquarters staff and institution staff in relation to Mental Health Program implementation issues. Facilitates communication between headquarters and the field, and provides technical consultation about the pragmatic application of the MHSDS Program Guide in the field. Provides ongoing technical assistance and training to custody and clinical staff on Mental Health Program and Primary Care Model components and MHSDS requirements, participating in problem-solving sessions at a variety of levels to remove barriers to appropriate care.
25%	In collaboration with other health program managers, develops and implements an ongoing institution health care performance measurement system to aid management in identifying mental health care priorities for quality and performance improvement, establishing performance goals, and assessing progress toward achieving those goals. Routinely reviews mental health care performance data from sources such as the Health Care Services Dashboard, Institution Scorecard, local audits, and surveys and inspections to assess health care delivery system performance. Systematically collects data related to annual mental health care performance improvement goals and objectives, and reviews, analyzes, evaluates, and summarizes institution data on a continual basis to report findings to institution and headquarters management. Designs detailed performance reports to promote individual staff member and care team behavioral changes to improve clinic performance levels. Develops data collection and audit tools, tracking systems, and reporting mechanisms in support of institution mental health care improvement activities. Conducts periodic audits of comprehensive self-assessments using specified indicators and review tools. Designs performance measures to determine baseline mental health care performance levels and evaluate the success of improvement initiatives and provides guidance to Quality Improvement Team members regarding effective data collection methods and techniques. Validates data used in performance evaluation; identifies and addresses data reliability problems, such as data entry errors that result in poor quality data. Provides support to institution staff in managing and maintaining Mental Health Program data applications, information transfers, and reports. Responds to institution-specific data requests.
25%	Supports the development of an Institution Performance Improvement Plan, updated annually. Provides recommendations for interventions that might improve patient mental health care outcomes, cost-effectiveness, and adherence to clinical guidelines, policies, or State and federal laws. Serves a leadership role in the implementation of individual mental health care improvement initiatives, utilizing communication, teamwork, analytical, and organizational skills, with minimal direction; uses project management skills and tools to organize and coordinate the work of multiple team members to successfully complete a variety of initiative tasks within established timeframes. Performs the most complex completed staff work in support of mental health care improvement projects, including working with subject matter experts to develop or modify Local Operating Procedures, guidelines, protocols, decision support tools (e.g., forms, checklists, pocket guides) and training programs. Researches best practices in the broader health care industry, at correctional health care organizations, at other institutions, and care settings within the institution and shares them with health care staff. Participates in quality improvement committee meetings, helping members identify and analyze health care services delivery system problems and issues, particularly as related to Mental Health Program implementation and program adherence, determines program operational needs and

20%	requirements, and takes effective action to address both clinical and custody considerations. Coordinates activities to prepare for inspections, audits, and surveys, particularly as they relate to the Mental Health Program. Serves as a local subject matter expert in statewide Quality Management Program and Patient Safety Program requirements relating to mental health care, as well as quality improvement concepts and techniques. Facilitates quality improvement teams focusing on mental health care, and guiding health care staff as they apply nationally accepted improvement techniques, such as root cause analysis, process mapping and redesign, failure mode and effects analysis, and lean/Six Sigma processes. Mentors staff in the use of existing improvement tools, such as patient registries, to improve patient mental health care outcomes and quality of care. Assesses the institution's adherence to Quality Management Program and Patient Safety Program requirements, identifies areas of weakness, and recommends strategies to improve adherence.
5%	Performs other duties as required.
	KNOWLEDGE AND ABILITIES *Knowledge of:* Public health, mental health, and health care services, programs and trends; problems and procedures involved in establishing community relationships and assessing community health program needs and resources; preparation and planning for coordinated programs with local and federal agencies, private agencies and health care providers; principles and methods of public administration including organization, personnel, and fiscal management; methods of preparing reports; research and survey methods; methods and principles of mental health care administration, disease and disability prevention, health promotion and mental health rehabilitation; procedures, planning, implementation, and monitoring of programs; design and plan for coordination of programs with federal and local agencies; and legislative processes. *Ability to:* Assist in the development of public health and health care projects; apply health regulations, policies and procedures; participate in monitoring and evaluating health programs and projects; gather, analyze, and organize data related to health programs; analyze administrative problems and recommend effective action; speak and write effectively; act as program liaison with staff in other programs at the federal, state, and local level; assist in planning, conducting and evaluating of field projects; recommend and take actions on a variety of health programs, project activities, staffing, and budgetary processes; analyze proposed legislation, regulations, and health program standards; provide consultation and technical assistance to local agencies; serve on task forces and committees as a program representative. **SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT** • CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this. **SPECIAL PHYSICAL CHARACTERISTICS** Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, the incarcerated, or the public. **SPECIAL PERSONAL CHARACTERISTICS** • Influence change and strengthen the community. Set an example each day through positive and

	pro-social role modeling, utilizing dynamic security concepts. • Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement. • Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner. • Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***		
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EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)
UNIT NAME AND CITY LOCATED Joint Commission Unit, Corrections Services	CLASSIFICATION TITLE Health Program Specialist I
	WORKING TITLE

COI	WORK WEEK GROUP	CBID	TENURE	TIME BASE
Yes ☐ No ☐				

SCHEDULE (Telework may be available): _____ AM to _____ PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO
INCUMBENT (If known)	EFFECTIVE DATE

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Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.

PRIMARY DOMAIN:	

Under the direction of the Health Program Manager III and indirect supervision from the Joint Commission Unit, the Health Program Specialist I (HPS) will perform high-level special studies and projects related to establishing and monitoring the institution's Joint Commission accreditation in conjunction with the institution's Health Program Specialist II (HPS II). This position will facilitate improvement projects at institutions and conducts technical Joint Commission institution assessments in conjunction with the HPS II, in order to promote quality health care and adherence to Joint Commission standards. Travel (up to 25%) to other institutions and headquarters is required.

% 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS
45%	Develop, test, modify, and implement local interventions to address barriers to achieving Joint Commission accreditation and work with stakeholders to create or update policies and procedures. Develop and revise onboarding packages, marketing campaigns, training programs, tool kits and audit tools to educate institution staff of Joint Commission standards and CDCR policy and provide staff with the tools and knowledge to implement new and effective processes. Develop tools to assist in assessing institution compliance with Joint Commission standards and improve areas in which institutions do not meet Joint Commission standards.

35%	Coordinate activities and develop tools that can be utilized to meet Joint Commission standards in all program areas. Collaborate with necessary stakeholders to identify and troubleshoot barriers to meeting Joint Commission standards.
15%	Facilitate and coordinate monitoring of local accreditation status meetings; assist in prioritizing areas for improvement as defined during consultations, mock survey and/or self-assessment findings. Assist in prioritizing and defining action steps to address mock survey findings and draft up action plans and coordinate vetting with stakeholders other programs other departments and headquarters project team. Miscellaneous activities to support successful Joint Commission accreditation of the institution, including representing the institution at planning meetings with clinical executives at institution, regional, or headquarters levels, making reports/presentations to CDCR health care leaders and the Receiver, consulting with all staff levels and other agencies as appropriate to complete improvement projects or develop training materials, and attend various conferences or other training to keep current on Joint Commission standards.
5%	Performs other related duties as required.

KNOWLEDGE AND ABILITIES

Knowledge of: Public health, mental health, and health care services, programs and trends; problems and procedures involved in establishing community relationships and assessing community health program needs and resources; preparation and planning for coordinated programs with local and federal agencies, private agencies and health care providers; principles and methods of public administration including organization, personnel, and fiscal management; methods of preparing reports; research and survey methods; methods and principles of mental health care administration, disease and disability prevention, health promotion and mental health rehabilitation; procedures, planning, implementation, and monitoring of programs; design and plan for coordination of programs with federal and local agencies; and legislative processes.

Ability to: Assist in the development of public health and health care projects; apply health regulations, policies and procedures; participate in monitoring and evaluating health programs and projects; gather, analyze, and organize data related to health programs; analyze administrative problems and recommend effective action; speak and write effectively; act as program liaison with staff in other programs at the federal, state, and local level; assist in planning, conducting and evaluating of field projects; recommend and take actions on a variety of health programs, project activities, staffing, and budgetary processes; analyze proposed legislation, regulations, and health program standards; provide consultation and technical assistance to local agencies; serve on task forces and committees as a program representative.

SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT

- CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a “NO HOSTAGE” policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.

SPECIAL PHYSICAL CHARACTERISTICS

Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, the incarcerated, or the public.

	SPECIAL PERSONAL CHARACTERISTICS • Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts. • Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement. • Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner. • Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***		
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DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Incarcerated Dental Services Program/Quality Management - Institution	CLASSIFICATION TITLE Health Program Specialist I				
	WORKING TITLE				
	COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): _____ AM to _____ PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)	EFFECTIVE DATE				

California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.

CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.

Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.

PRIMARY DOMAIN:	

Under the direction of the Health Program Manager III or designee in licensed facilities, the Health Program Specialist (HPS) I acts as a highly skilled technical and subject matter expert in discrete areas of The Incarcerated Dental Services Program (IDSP), such as policies and procedures (P&P) development, IDSP related data applications, performance trends, and local activities to ensure Departmental compliance with all laws, rules, regulations, and P&Ps governing the IDSP. In addition, the HPS I serves a leadership role within a unit of staff tasked with establishment of a well-functioning health care performance management system at an institution, including a network of quality improvement committees that oversee improvement activities, a performance measurement and evaluation system, an annual improvement plan that incorporates the highest-priority improvement initiatives, and application of quality improvement tools and techniques to achieve performance objectives.

% 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS

25%	Serves as the IDSP Coordinator of an institution, applying extensive knowledge of the full scope of dental services to promote improvements in access to care, quality of care, continuity of care, appropriate utilization of services, and cost effectiveness. Serves as an on-site expert on the IDSP P&Ps and all laws, rules, standards, and guidelines relevant to the IDSP. Serves as a liaison between California Correctional Health Care Services headquarters staff and institution staff in relation to IDSP implementation issues. Facilitates communication between headquarters and the field, and provides technical consultation about the pragmatic application of the IDSP P&Ps in the field. Provides ongoing technical assistance and training to custody and clinical staff on IDSP requirements, participating in problem-solving sessions at a variety of levels to remove barriers to appropriate care.
25%	In collaboration with other health care managers, develops and implements an ongoing institution health care performance measurement system to aid management in identifying priorities for dental care quality and performance improvement, establishing performance goals, and assessing progress toward achieving those goals. Routinely reviews, analyzes, and audits dental health care performance data from sources such as the Health Care Services Dashboard, Institution Scorecard, local audits, dental scheduling and tracking database data, surveys, and inspections to assess health care delivery system performance. Systematically collects data related to annual dental health care performance improvement goals and objectives, and reviews, analyzes, evaluates, and summarizes institution data on a continual basis to report findings to institution and headquarters management. Designs detailed performance reports to promote individual staff member and care team behavioral changes to improve clinic performance levels. Develops data collection and audit tools, tracking systems, and reporting mechanisms in support of institution dental care improvement activities. Conducts periodic audits of comprehensive self-assessments using specified indicators and review tools. Designs performance measures to determine baseline dental health care performance levels and evaluate the success of improvement initiatives and provides guidance to Quality Improvement Team members regarding effective data collection methods and techniques. Validates data used in performance evaluation; identifies and addresses data reliability problems, such as data entry errors that result in poor quality data. Provides support to institution staff in managing and maintaining IDSP data applications, information transfers, and reports. Responds to institution-specific data requests.
25%	Supports the development of an Institution Performance Improvement Plan, updated annually. Provides recommendations for interventions that might improve patient dental care outcomes, cost-effectiveness, and adherence to clinical guidelines, policies, or State and federal laws. Serves a leadership role in the implementation of individual dental health care improvement initiatives, utilizing communication, teamwork, analytical, and organizational skills, with minimal direction; uses project management skills and tools to organize and coordinate the work of multiple team members to successfully complete a variety of initiative tasks within established timeframes. Performs the most complex completed staff work in support of dental health care improvement projects, including working with subject matter experts to develop, modify, and monitor Local Operating Procedures, guidelines, protocols, decision support tools (e.g., forms, checklists, pocket guides), and training programs. Researches best practices in the broader health care industry, at correctional health care organizations, at other institutions, and care settings within the institution and shares them with health care staff. Participates in quality improvement committee meetings, helping members identify and analyze health care services delivery system problems and issues, particularly as related to IDSP implementation and program adherence, determines program operational needs and requirements, and takes effective action to address both clinical and custody considerations. Coordinates activities to prepare for inspections, audits, and surveys, particularly as they relate to the IDSP.
20%	Serves as a local subject matter expert in statewide Quality Management Program, Primary Care

	Model and Patient Safety Program requirements relating to dental health care, as well as quality improvement concepts and techniques. Facilitates quality improvement teams focusing on dental health care, and guiding health care staff as they apply nationally accepted improvement techniques, such as root cause analysis, process mapping and redesign, failure mode and effects analysis, and lean/Six Sigma processes. Mentors staff in the use of existing improvement tools, such as patient registries, to improve patient dental health care outcomes and quality of care. Assesses the institution's adherence to Quality Management Program, Primary Care Model and Patient Safety Program requirements, identifies areas of weakness, and recommends strategies to improve adherence.
5%	Performs other duties as required
	KNOWLEDGE AND ABILITIES *Knowledge of:* Public health, dental health, and health care services, programs and trends; problems and procedures involved in establishing community relationships and assessing community health program needs and resources; preparation and planning for coordinated programs with local and federal agencies, private agencies and health care providers; principles and methods of public administration including organization, personnel, and fiscal management; methods of preparing reports; research and survey methods; methods and principles of dental care administration, disease and disability prevention, health promotion, and dental rehabilitation; procedures, planning, implementation, and monitoring of programs; design and plan for coordination of programs with federal and local agencies; legislative processes. *Ability to:* Assist in the development of public health and health care projects; apply health regulations, policies and procedures; participate in monitoring and evaluating health programs and projects; gather, analyze, and organize data related to health programs; analyze administrative problems and recommend effective action; speak and write effectively; act as program liaison with staff in other programs at the federal, State, and local level; assist in planning, conducting and evaluating of field projects; recommend and take actions on a variety of health programs, project activities, staffing, and budgetary processes; analyze proposed legislation, regulations, and health program standards; provide consultation and technical assistance to local agencies; and serve on task forces and committees as a program representative. **SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT** • CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this. **SPECIAL PHYSICAL CHARACTERISTICS** Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, the incarcerated, or the public. **SPECIAL PERSONAL CHARACTERISTICS** • Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts. • Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement. • Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner. • Ability to build trust, improve communication, and assist with the transformation of correctional culture.

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