CDCR INSTITUTION OR DEPARTMENT	POSITION NUMBER (Agency – Unit – Class – Serial)
California Correctional Health Care Services	064-370-8338-XXX
UNIT NAME AND CITY LOCATED Clinical Operations Branch Quality Management Section - Region I	CLASSIFICATION TITLE Health Program Specialist I
	WORKING TITLE

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

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

California Department of Corrections and Rehabilitation (CDCR)/ California Correctional Health Care Services (CCHCS) values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.

PRIMARY DOMAIN:

Under the general direction of the Health Program Manager II, the Health Program Specialist (HPS) I performs special studies and projects related to establishing and monitoring regional and institutional Quality Management (QM) programs. The HPS I identifies and documents best practices for dissemination within the region and statewide and serves as a lead for complex improvement projects within the region. Moderate to extensive travel (2-3 days per week) to the 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%	Serves as a lead for complex health care improvement projects within the region, in coordination with the HPS II. Manages major regional-level health care improvement projects, including pilot projects to test new improvement interventions for potential spread region wide. Leads multidisciplinary teams of staff at various reporting levels to plan projects, study quality problems, and develop and test interventions; creates reports with findings and recommendations. Investigates process breakdowns and facilitates process redesign. Provides on-site and remote coaching and mentoring for institution staff on the conduct of health care improvement activities; applies expertise in nationally recognized improvement models and techniques to facilitate/demonstrate process analysis and redesign, failure mode and effects analysis, rapid cycle improvement, and other standard improvement processes; provides recommendations to institution leadership in the development of effective improvement interventions; serves a leadership role in implementing health care policies and procedures to ensure appropriate and timely treatment to patients, promoting quality health care and patient safety.
35%	Identifies and documents health care best practices for dissemination within the region and statewide. Coordinates the work of health care teams from multiple institutions collaborating on common quality problems and developing strategies to address the problem; coordinates learning collaborative meetings and routine communications between institution staff and facilitates discussions. Studies performance trends at institutions within the region to identify potential best practices. Works with institution staff to analyze and document best practices and package for distribution across the region and statewide. Ensures that best practices are submitted for posting

	on the statewide QM portal. Sets up mentorship relationships between institutions whereby institutions that are strong in a particular area provide guidance and mentorship to institutions struggling in that same area.
15%	Represents the Regional QM Unit in meetings with stakeholders, to coordinate a successful, sustainable implementation of a statewide quality management and utilization management program. Keeps updated on changes in the QM discipline, attends trainings as necessary to improve knowledge of Quality Improvement processes and tools.
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 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 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. **DESIRABLE QUALIFICATIONS** **OTHER DOMAINS** **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** **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. • Willingness and ability to accept increasing responsibility; ability to communicate effectively with

	staff of all reporting levels and classifications. • INTERPERSONAL SKILLS - Ability to promote a team environment; willingness to mentor staff and support staff development.

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