General Statement: Under the direction of the Complaint Intake Manager (Staff Services Manager I [SSM I]), the Associate Governmental Program Analyst (AGPA) independently performs work within the Complaint Intake Unit of the Enforcement Division at the Board of Registered Nursing (BRN) to ensure laws and regulations of the Nursing Practice Act (NPA) are adhered to. The AGPA is responsible for timely and thorough complaint analysis, investigation and expert witness review, and appropriate disposition of enforcement cases regarding registered nurse licensees and applicants seeking licensure in California. Duties include, but are not limited to, the following:

A. Specific Assignments: [w/Essential (E) / Marginal (M) Functions]

75% Case Review and Handling (E)
Indepedently reviews licensee and license application complaints involving criminal convictions, out of state discipline, and consumer complaints; evaluates and determines the best course of action based on date of the incident, relevancy to the nursing profession, seriousness of the incident, history of the licensee or applicant, and the BRN's disciplinary guidelines (25%).

Refers appropriate consumer complaints for field investigations. Reviews all levels of completed investigation reports to determine if allegations are substantiated; refers cases to a subject matter expert, as needed, to opine gross negligence and/or incompetence (25%).

Independently recommends and justifies, in writing, approval or denial of applicant files, and closure or referral of licensee files to the Discipline Unit for citation and fine or transmittal to the Office of the Attorney General (AG) for disciplinary action; forwards recommendations to management for discussion and/or approval (20%).

Prioritizes and expedites high profile cases involving convictions or nursing violations that pose imminent risk to the public, ensures swift written justification, management review/approval, and referral to the Discipline Unit with regards to Interim Suspension Orders (ISO), Penal Code 23s (PC23), Temporary Restraining Orders (TRO), and other legal remedies in emergency cases. Keeps management updated regularly on all high profile cases (5%).

15% Communication and Consultation (E)
Consults with and advises the SSM I, Deputy Chief of Complaints and Investigations (SSM II), Assistant Executive Officer, Executive Officer, Nursing Education Consultants (NEC), to ensure consistency, and timely, effective disposition of cases (10%).

Responds to applicant inquiries regarding application status, and to the public, including nursing schools, regarding enforcement procedures for any applicant with previous convictions, out of state discipline, or action with other governmental agencies (5%).
5% Regulations/Policies/Procedures (E)
Formulates and recommends new policies, procedures and program alternatives on a continuous basis; evaluates existing statutes and regulations; and recommends modifications to make the Complaint Intake Unit more effective.

5% Presentations (M)
Trains staff; develops and makes presentations internally and externally, to educate other governmental and public entities, and to facilitate liaison activities of board. Attends and presents at staff meetings.

B. Supervision Received
The AGPA is under the direction of the SSM I but may also receive assignments from the SSM II, Assistant Executive Officer and Executive Officer.

C. Supervision Exercised
None

D. Administrative Responsibility
None

E. Personal Contacts
The AGPA has daily contact with the SSM I, SSM II, and other Complaint Intake staff; frequent contact with applicants, the BRN Investigation Unit, other Enforcement Division managers and staff, and BRN executives; occasional contact with other Board staff, in-state and out-of-state licensing boards, the Division of Investigation (DOI), attorneys, and nurse recruiters. All information is highly confidential and should be shared only as department policy dictates.

F. Actions and Consequences
Failure to properly manage Complaint Intake cases against applicants and registered nurses may result in failure to adequately protect the public from unsafe or incompetent licensees, negatively affect the public’s health and safety, and could cause discredit to the Board.

G. Functional Requirements
The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The use of a personal computer, telephone, copier and fax machine is essential to the duties of this position. The position requires bending and stooping to retrieve files, sitting and standing consistent with office work, and light lifting of up to 20 pounds.

H. Other Information
- Excellent written and verbal communication skills and the ability to communicate effectively with distressed callers.
- Ability to work independently with a high degree of initiative and good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution.
- Ability to exhibit courteous behavior towards coworkers and the public at all times.
- Ability to produce high-quality, completed staff work and must have good time management skills.
- Excellent attendance and punctuality.
This is a CORI sensitive position. To perform the duties of this position, the AGPA must have fingerprint clearance.

_Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA’s (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times._

_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 hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

_________________________________________  ________________
Employee Signature  Date

_________________________________________
Printed Name

_I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above._

_________________________________________  ________________
Supervisor Signature  Date

_________________________________________
Printed Name

Revised: 7/2019