

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Associate Governmental Program Analyst

POSITION NUMBER:

800-807-5393-705

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

CCLD/PTCB

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

TCB/Administrator Certification Section

SUPERVISOR'S NAME:

Tricia Nishio

SUPERVISOR'S CLASS:

Staff Services Manager I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. (Explain below)
- None
- Other (Explain below)

This position may require up to 30 percent travel.

Background check required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S SIGNATURE

DATE SIGNED

SUPERVISION EXERCISED (Check one):

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position directly supervises.

N/A

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification this position leads.

N/A

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Administrator Certification Section (ACS) is to process administrator certification applications and renewals to ensure that administrators of licensed Residential Care Facilities for the Elderly (RCFE), Adult Residential Facilities (ARF), and Group Homes (GH) meet all state regulations and complete approved training programs that provide them with the skills and knowledge needed for them to effectively perform their administrative duties. ACS approves and monitors all training programs and issues certifications to administrators who have met the training and testing requirements. Criminal records check required by Department of Justice CA and FBI.

CONCEPT OF POSITION:

Under the supervision of the Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) is responsible for conducting analyses and oversight of vendor organizations and their training courses available to Department certified administrators, and conduct reviews and course monitoring activities statewide to ensure that the vendors teach training courses as approved and are in compliance with statute and regulations. In addition, the AGPA may be assigned other section assignments associated with developing/evaluation curriculum, legislation, regulation development, information technology support, web design and maintenance, data trending/reporting, legal cases, participate in workgroups, facilitate meetings, and provide back-up to administrative support staff that process initial and renewal administrator certificate applications and manages the section's multi-line phone system.

A. RESPONSIBILITIES OF POSITION:

- 30% Analyze and evaluate more complex initial and renewal vendor and course applications from individuals and business entities to determine compliance with applicable regulations and law for in-class and online trainings. Conduct research on proposed course content to determine compliance with licensing program requirements. Study and evaluate resume of proposed instructors to determine compliance with technical elements of the regulations. Make written and oral recommendations to applicants regarding course content deficiencies and areas of noncompliance. Make recommendations for administrative actions against noncompliant vendors. Create and follow up on technical reports that document applicant's efforts and noncompliance with the regulations. Conduct research to support and prepare statement of facts for legal cases. Represent the division at administrative hearings when necessary.
- 30% Perform Vendor Reviews, including course monitoring throughout the state to evaluate course content and compliance with regulations. Conduct complaint investigations, to include witness interviews to determine vendor compliance. Document results of field activity with a written report and corrective action plan if necessary. Train less experienced analytical staff.
- 20% Participate in special projects or ongoing assignments, facilitate meetings, and work in a team environment to accomplish work assignments, objectives, and goals. Collaborate with internal and external stakeholders to meet program goals and to enhance customer services. Provide status and program reports of current work assignments.
- 15% Analyze and evaluate the effectiveness of internal policies, procedures, and program requirements. Prepare memos, correspondence, regulation packages, develop policies and procedures, and make program recommendations to improve operations and to identify problem areas. Respond to inquiries from the public and stakeholders regarding program requirements and policy questions.
- 5% Other duties as required, such as filing, answering phones, and providing back-up support to section staff in processing administrator certification applications when necessary.

B. SUPERVISION RECEIVED:

The AGPA receives direction from and reports to the Staff Services Manager I of ACS.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The AGPA has daily contacts with current and prospective vendors and administrators of RCFE, ARF, and GH, as well as Regional Office Staff. Calls must be handled tactfully to ensure that good working relations and public relations are maintained.

E. ACTIONS AND CONSEQUENCES:

Failure to satisfactorily perform duties and services of this position may result in delays to vendor training courses and/or the issuance of administrator certificates.

F. OTHER INFORMATION:

The AGPA position requires up to 30 percent travel to conduct course monitoring activities.

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Staff Services Analyst

POSITION NUMBER:

800-807-5157-705

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

CCLD/PTCB

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

TCB/Administrator Certification Section

SUPERVISOR'S NAME:

Tricia Nishio

SUPERVISOR'S CLASS:

Staff Services Manager I

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Background check required.

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SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S SIGNATURE

DATE SIGNED

SUPERVISION EXERCISED (Check one):

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position directly supervises.

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Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification this position leads.

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MISSION OF ORGANIZATIONAL UNIT:

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CONCEPT OF POSITION:

Under the supervision of the Staff Services Manager I (SSM I), the Staff Services Analyst (SSA) is responsible for conducting less complex analyses and oversight of vendor organizations and their training courses available to Department certified administrators, and assist in conducting reviews and course monitoring activities statewide to ensure that the vendors teach training courses as approved and are in compliance with statute and regulations. In addition, the SSA may be assigned other section assignments associated with developing/evaluation curriculum, legislation, regulation development, information technology support, web design and maintenance, data trending/reporting, legal cases, participate in workgroups, facilitate meetings, and provide back-up to administrative support staff that process initial and renewal administrator certificate applications and manages the section's multi-line phone system.

A. RESPONSIBILITIES OF POSITION:

- 30% Assist in the analysis and evaluation of initial and renewal applications of vendors and their course material to determine compliance with applicable regulations and law for in-class and online trainings. Conduct research on proposed course content to determine compliance with licensing program requirements. Study and evaluate resume of proposed instructors to determine compliance with technical elements of the regulations. Make written and oral recommendations to applicants regarding course content deficiencies and areas of noncompliance. Make recommendations for administrative actions against noncompliant vendors. Create and follow up on technical reports that document applicant's efforts and noncompliance with the regulations. Conduct research to support and prepare statement of facts for legal cases. Represent the division at administrative hearings when necessary.
- 30% Partner with full journey staff to perform vendor reviews, including course monitoring throughout the state to evaluate course content and compliance with regulations. Conduct complaint investigations, to include witness interviews to determine vendor compliance. Document results of field activity with a written report and corrective action plan if necessary.
- 20% Participate in special projects or ongoing assignments, facilitate meetings, and work in a team environment to accomplish work assignments, objectives, and goals. Collaborate with internal and external stakeholders to meet program goals and to enhance customer services. Provide status and program reports of current work assignments.
- 15% Analyze and evaluate the effectiveness of internal policies, procedures, and program requirements. Prepare memos, correspondence, regulation packages, develop policies and procedures, and make program recommendations to improve operations and to identify problem areas. Respond to inquiries from the public and stakeholders regarding program requirements and policy questions.
- 5% Other duties as required, such as filing, answering phones, and providing back-up support to section staff in processing administrator certification applications when necessary.

B. SUPERVISION RECEIVED:

The SSA receives direction from and reports to the Staff Services Manager I of ACS.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The SSA has daily contacts with current and prospective vendors and administrators of RCFE, ARF, and GH, as well as Regional Office Staff. Calls must be handled tactfully to ensure that good working relations and public relations are maintained.

E. ACTIONS AND CONSEQUENCES:

Failure to satisfactorily perform duties and services of this position may result in delays to vendor training courses and/or the issuance of administrator certificates.

F. OTHER INFORMATION:

The SSA position requires up to 30 percent travel to conduct course monitoring activities.