

DUTY STATEMENT

Employee Name:	Position Number: 580-825-5393-800
Classification: Associate Governmental Program Analyst	Tenure/Time Base: Limited Term/Full time
Working Title: Complaint Investigator	Work Location: 1615 Capitol Ave., Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Licensing and Certification Division	Branch/Section/Unit: Investigations Branch/Investigation Section /Sacramento Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by independently planning, coordinating, and conducting investigations throughout California of complaints of abuse and unprofessional conduct against Certified Nurse Assistants (CNA), Home Health Aides (HHA), and Certified Hemodialysis Technicians (CHT). The Associate Governmental Program Analyst (AGPA) evaluates confidential and classified criminal offender record information obtained from the Department of Justice, arrest reports, court documents and/or evidence of rehabilitation. The AGPA gathers information from a variety of sources and performs thorough research; conducts interviews; independently analyzes investigative findings; determines the degree to which allegations have been substantiated; makes well-reasoned, fully supportable recommendations for disciplinary action (no action, warning, diversion, suspension, or revocation);

and composes concise, well-written reports and recommendations. The AGPA independently plans, prepares for, and testifies as a witness for the Department at appeal hearings throughout California related to the findings of the investigations. The AGPA may, on occasion, be required to testify in criminal proceedings relative to their investigative actions and findings. Statewide and overnight travel related to investigations, training, meetings, etc. is required up to 20%.

The AGPA reviews and applies California laws, state and Federal regulations, and program and departmental policies and procedures (i.e., California Health and Safety Code, California, and Federal Codes of Regulations, etc.). Additionally, the AGPA communicates and coordinates with state and Federal agencies involved in the certification of and disciplinary actions against CNAs, HHAs, and CHTs, including the District Offices of CDPH, Department of Justice, local law enforcement, District Attorney's offices, licensing boards, etc.

The incumbent works under the direction of the Staff Services Manager I (SSM I).

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: Up to 20%
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 30% Independently plans, coordinates, and conducts investigations of suspected abuse, neglect, theft, fraud, and unprofessional conduct involving Certified Nurse Assistant, Home Health Aide, and Certified Hemodialysis Technician certificate holders and applicants. Evaluates confidential and classified criminal offender record information obtained from the Department of Justice, arrest reports, court documents and/or evidence of rehabilitation. Uses proper interview techniques to secure statements from witnesses, facility personnel, victims, and/or their family members, and the accused. Contacts other government and law enforcement agencies to obtain documentation and/or collaborate on an investigation.
- 25% Prepares comprehensive investigation reports; describes the investigation techniques employed, evidence obtained during, and findings made at the conclusion of an investigation. Makes recommendations to the Unit manager for appropriate disciplinary action to be taken when evidence has substantiated the allegations. Requests and responds to subpoenas; gathers documents to respond to requests for discovery; assists with preparing witnesses for hearing; arranges transportation and witness payments, if needed, for hearings; and plans, prepares for, and testifies as a witness for the Department at administrative hearings throughout California. Testifies at any criminal proceedings, when needed, on the results of the Department's investigation.
- 20% Travels statewide to care facilities and other locations to attend training, meetings, administrative hearings, and presentations; interview persons related to the investigation;

prepare witnesses for hearings; participate in on-the-job investigative/interview training; and conduct on-site visits to collect/review evidence (i.e., medical records, employment documents, facility investigation reports, photographs of injuries, etc.). On a case-by-case basis, overnight travel for one or more nights is required. \

20% Completes administrative functions related to investigations; updates spreadsheet to report progress and status of caseload for management review; organizes, prioritizes, and manages caseload to ensure efficient use of time and resources; attends and participates in training and team and section meetings; provides training to and mentors staff; and speaks and presents materials at meetings with stakeholders.

Marginal Functions (including percentage of time)

5% Other work-related duties as requested

1. All employees in the Investigation Section (IS) of the Licensing and Certification Division (L&C), Investigation Branch (IB) must submit fingerprints via the live scan fingerprinting process through the Department of Justice (DOJ) to obtain state and federal fingerprint clearance *prior* to employment. Pursuant to Penal Code section 11102.2 all IS non-clerical employees must obtain and maintain confirmation as a Custodian of Records by the DOJ.

2. The Department may receive possible subsequent arrest and conviction notifications from the DOJ until the L&C IB submits a “No Longer Interested” (NLI) form to DOJ. The NLI form is submitted when an employee terminates their employment with IB.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name:	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

HRD Use Only:
 Approved By: DS
 Date: 9/1/2022