

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Analyst (Trainer)

POSITION NUMBER:

820-5157-910

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

Community Care Licensing Division/Adult & Sr. Care Prg

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

Staff Development & Compliance Unit

SUPERVISOR'S NAME:

Nino Angelo Santos

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)

DOJ and FBI fingerprint clearance

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

EMPLOYEE'S SIGNATURE

DATE

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.

Total number of positions for which this position is responsible:

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

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of CCLD to protect the health, safety and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the supervision of the Staff Services Manager I, in the Staff Development & Compliance Unit, the Staff Services Analyst (SSA) Trainer is responsible for the planning, development and delivery of training that is compliant and specific to Adult and Senior Care staff. The ability to multi-task and complete assignments within short time frames is an essential function of this position. Statewide training for the Regional Offices and the Centralized Applications Bureau. Responsible to assist with special projects in coordination with training, administrative projects, duties, or tasks as assigned to support functions of the Program Office.

A. RESPONSIBILITIES OF POSITION:

A. SPECIFIC DUTIES INCLUDE:

30% Works directly with Adult and Senior Care Program (ASCP) management, to assist with conducting complex and detailed analytical research for program related to internal processes, procedures (e.g., internet, library) and to retrieve and compile information and data for projects and assignments and develops training modules that meet legislative requirements.

30% Assists with providing regular statewide training to Regional Offices and the Centralized Applications Bureau on Department and category-specific matters; serves as contact liaison to coordinate communication between the Program Office and the Regional Office to provide program information, responds to questions, and addresses any issues/concerns. Assists with providing rapid response to questions from staff in the field where the outcome may have a direct impact on the health and safety of adults and seniors in residential facilities; and provides the ASC with immediate technical assistance relative to program operations.

20% With oversight from the SSM I, prepares, Coordinates and delivers category-specific training for the Licensing Program Analyst (LPA) Academy (80 hours); uses training methods such as webinars, videos, DVDs, and SharePoint collaborations as enhancements to core adult and senior care residential training programs; and, works with Central Training Section and provides ASCP field input. Maintains quality assurance follow up on trained material to ensure effectiveness.

15% Assists with conducting research, analysis and development for ongoing training need assessments in the ASCP and, makes recommendations to improve and streamline staff training.

5% Other duties as required, such as one-on-one training and delivery with LPAs.

B. SUPERVISION RECEIVED:

The SSA (Trainer) reports directly to the SSM I.

C. ADMINISTRATIVE RESPONSIBILITY:

Assist with administrative projects, duties, or tasks as assigned to support functions of the Program Office.

D. PERSONAL CONTACTS:

The SSA has frequent contact with staff at several levels within and outside of the Department and is expected to act with courtesy, diplomacy and professionalism. The SSA is expected to provide the same image when acting as a representative for the Program with all members of the general public. .

E. ACTIONS AND CONSEQUENCES:

As the individual responsible for tasks that are relevant to the training of all levels of staff in the ASCP, flexibility, tact, good judgment, and strong verbal and written communication skills are essential. The SSA (Trainer) must use appropriate judgment in handling sensitive and confidential information.

It is extremely important that the decisions and recommendations given by the SSA (Trainer) are reasonable and correct. Poor judgment may result in the Program not being able to meet objectives. Failure to provide the correct information could result in harm to adults and seniors in residential care facilities.

F. OTHER INFORMATION:

The SSA (Trainer) must be able to maintain composure in stressful situations. Because of the high visibility of the position, the incumbent must have experience and knowledge of Departmental regulations, policies, and procedures. The SSA is subject to fingerprinting and a criminal background check by the Department of Justice and the FBI. Frequent travel is required.

State of California - Department of Social Services
DUTY STATEMENT

EMPLOYEE NAME: Vacant	
CLASSIFICATION: Associate Governmental Program Analyst (Trainer)	POSITION NUMBER: 820-5393-910
DIVISION/BRANCH/REGION: <i>(UNDERLINE ALL THAT APPLY)</i> Community Care Licensing Division/Adult & Sr. Care Prg	BUREAU/SECTION/UNIT: <i>(UNDERLINE ALL THAT APPLY)</i> Staff Development & Compliance Unit
SUPERVISOR'S NAME: Nino Santos	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)*
 DOJ and FBI fingerprint clearance

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	EMPLOYEE'S SIGNATURE	DATE

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.

Total number of positions for which this position is responsible:

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

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of CCLD to protect the health, safety and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the direction of the Staff Services Manager I (SSM I), in the Staff Development & Compliance Unit, the Associate Governmental Program Analyst (AGPA) Trainer is responsible for the planning, development and delivery of training that is compliant and specific to Adult and Senior Care staff. The ability to multi-task and complete assignments within short time frames is an essential function of this position. Statewide training for the Regional Offices and the Centralized Applications Bureau. Responsible to lead and/or assist with special projects in coordination with training, administrative projects, duties, or tasks as assigned to support functions of the Program Office.

A. RESPONSIBILITIES OF POSITION:

A. SPECIFIC DUTIES INCLUDE:

30% Works directly with Adult and Senior Care Program (ASCP) management, to conduct complex and detailed analytical research for program related to internal processes, procedures (e.g., internet, library) and to retrieve and compile information and data for projects and assignments and develops training modules that meet legislative requirements.

30% Provides regular statewide training to Regional Offices and the Centralized Applications Bureau on Department and category-specific matters; serves as contact liaison to coordinate communication between the Program Office and the Regional Office to provide program information, responds to questions, and addresses any issues/concerns. Provides rapid response to questions from staff in the field where the outcome may have a direct impact on the health and safety of adults and seniors in residential facilities; and provides the ASCP with immediate technical assistance relative to program operations.

20% Prepares, Coordinates and delivers category-specific training for the Licensing Program Analyst (LPA) Academy (80 hours); uses training methods such as webinars, videos, DVDs, and SharePoint collaborations as enhancements to core adult and senior care residential training programs; and, works with Central Training Section and provides ASCP field input. Maintains quality assurance follow up on trained material to ensure effectiveness.

15% Conducts research, analysis and development for ongoing training need assessments in the ASCP and, makes recommendations to improve and streamline staff training.

5% Other duties as required, such as one-on-one training and delivery with LPAs.

B. SUPERVISION RECEIVED:

The AGPA (Trainer) reports directly to the SSM I.

C. ADMINISTRATIVE RESPONSIBILITY:

Lead and/or assist with administrative projects, duties, or tasks as assigned to support functions of the Program Office.

D. PERSONAL CONTACTS:

The AGPA has frequent contact with staff at several levels within and outside of the Department and is expected to act with courtesy, diplomacy and professionalism. The AGPA is expected to provide the same image when acting as a representative for the Program with all members of the general public.

E. ACTIONS AND CONSEQUENCES:

As the individual responsible for tasks that are relevant to the training of all levels of staff in the Adult and Senior Care Program, flexibility, tact, good judgment, and strong verbal and written communication skills are essential. The AGPA (Trainer) must use appropriate judgment in handling sensitive and confidential information. It is extremely important that the decisions and recommendations given by the AGPA (Trainer) are reasonable and correct. Poor judgment may result in the Program not being able to meet objectives. Failure to provide the correct information could result in harm to adults and seniors in residential care facilities.

F. OTHER INFORMATION:

The AGPA Trainer must be able to maintain composure in stressful situations. Because of the high visibility of the position, the incumbent must have experience and knowledge of Departmental regulations, policies, and procedures. The AGPA is subject to fingerprinting and a criminal background check by the Department of Justice and the FBI. Frequent travel is required.