DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial) 042-521-5731-004				
UNIT NAME AND CITY LOCATED Quality Management: Informatics and Improvement – Elk Grove	CLASSIFICATION TITLE Research Data Analyst II				
	WORKING TITLE Research Data Analyst II				
	COI Yes ☐ No ☒	WORK WEEK GROUP 2	CBID R01	TENURE P	TIME BASE FT
SCHEDULE (Telework may be available): _____ AM to _____ PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO 9272 Laguna Springs Drive, Elk Grove, CA 95758				
INCUMBENT (If known)	EFFECTIVE DATE				

California Correctional Health Care Services (CCHCS) is committed to building and maintaining a culturally diverse workplace. We believe cultural diversity and backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported, and we believe all staff should be empowered. We are proud to foster inclusion and representation in all levels of the CCHCS.

CCHCS values all team members. We work cooperatively with team members and others to enable CCHCS to provide the highest level of service possible. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of CCHCS mission.

PRIMARY DOMAIN:	N/A

Under the direction of the Research Data Manager, Performance Evaluation Team, Quality Management (QM) Section, the Research Data Analyst II independently performs varied and complex data analyses, builds and maintains business intelligence reports, and reviews, researches and responds to customer service inquiries on existing QM tools to support health care program evaluation and quality improvement.

% 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
35%	Performs the more complex research and data analyses where existing methodology may or may not exist and provides recommendations to QM management to support health program evaluation and quality improvement. Follows standard processes and workflows used within the Performance Evaluation Team, including those relating to documentation, quality assurance, user acceptance testing, and packaging of analyses. Uses Structured Query Language (SQL) to pull data from the Data Warehouse in order to support the data needs of the organization. Independently analyzes structured and unstructured data in order to identify and monitor the health care performance of the organization, make recommendations to QM management, and find areas for improvement. Collaborates with clinical QM Subject Matter Experts (SMEs) to develop appropriate methodologies for different analyses. Documents chosen methodologies for transparency with end users and co-workers. Updates regular reoccurring reports, using existing methodologies, such as Prison Law Office and Office of the Inspector General requests for information. Performs the more complex data validation to ensure accuracy of presented information. May serve as a lead in data validation efforts.
30%	Serves as a liaison to the field, which consists of monitoring QM email inbox and responding to emails institution staff have about existing QM business intelligence tools. Documents service

	disruptions or requests received from institution staff. Identifies, researches and resolves questions by reviewing health records, reviewing performance measure specifications and business intelligence tool definitions, reviewing SQL code to understand methodologies and investigate potential problems, and clarify questions with clinical SMEs. Follows-up on inquires that cannot immediately be resolved and verifies resolution/satisfaction of service requests. Interprets and distributes requests to appropriate staff. Responds to questions and inquiries in a tactful manner. Independently resolves problems identified through research into the questions, relating to accuracy, timeliness, and efficiency of business intelligence reports.
30%	Develops business intelligence tools and reports to streamline, improve, and monitor the healthcare operations of CCHCS where existing data sources and well-defined workflows exist. Updates business intelligence tools based on requested enhancements or fixes to make them more usable for institution staff. Updates performance measure methodologies, code, and documentation based on changes to requirements or industry guidelines. Updates tools and performance measures based on new data sources becoming available. Generates service reports to monitor workload priorities. Provides status reports and workload information to management. Trains other staff on new or updated tools and develops new ideas for quality customer support. Performs data uploads and lookup/reference table updates.
5%	Performs other related duties as required.

KNOWLEDGE AND ABILITIES

Knowledge of: Data analysis methods and techniques including gathering and collection of structured and unstructured data, as well as general principles, concepts and terminology used in research; planning studies and investigations; trend analysis procedures; time management techniques to provide for efficient prioritization and completion of projects and assignments; software to prepare spreadsheet summaries, reports, charts, and tables; basic arithmetic and statistical techniques to analyze numerical data; departmental policies and procedures; design and implement research-related projects; practices required to ensure and maintain data security, including securely transmitting confidential data; experimental design procedures; problem-solving techniques and processes to identify and resolve issues related to the completion of work assignments; and advanced mathematical techniques and descriptive statistical analysis techniques and methods.

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Ability to: Research, gather, compile, and analyze structured and unstructured data; conduct and interpret descriptive statistical analyses using appropriate software to test research hypotheses and to formulate conclusions and recommendations; prepare research and statistical reports; analyze written and numerical data regarding general governmental problems; speak and write effectively; develop and evaluate alternatives, recommendations, solutions, and conclusions or approaches to research problems; manage a workload consisting of multiple projects and assignments; complete work under critical timelines to meet project. objectives and deadlines; be objective and flexible to adapt to changes in priorities and work assignments; gain and maintain the confidence and cooperation of others, collaborate, and work in multidisciplinary teams; query, mine, analyze, and manipulate data; communicate effectively both orally and in writing to individuals and groups related to the area of research; present ideas and information effectively; adapt and apply formal research methods and principles to research problems; design and validate studies and analyze the accuracy of data collected; analyze quantitative and qualitative data to reach sound conclusions and/or make

recommendations; identify improvements and originate and develop new solutions which depart from traditional and existing patterns; identify required data, information, materials, and resources needed to complete/perform a project; reason logically and creatively and use a variety of analytical techniques to resolve or provide information regarding complex research and data problems; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and recognize when issues, activities, and/or decisions need to be elevated to management, and communicate information effectively to others.

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DESIRABLE QUALIFICATIONS
Knowledge of: SQL; SQL Server Reporting Services; PowerBI

SPECIAL PERSONAL CHARACTERISTICS
Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid state driver's license, a good driving record and is expected to drive the car safely.

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