

DUTY STATEMENT

Employee Name:

Classification: Program Technician II	Position Number: 580-863-9928-020
Working Title: Surveyor Technician	Work Location: 2170 Northpoint Parkway Santa Rosa, CA 92868
Collective Bargaining Unit: R04	Tenure/Time Base: Permanent/Fulltime
Center/Office/Division: Center for Health Care Quality, Licensing and Certification	Branch/Section/Unit: Field Operations Region I, Santa Rosa District Office

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.

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 reviewing and processing the more complex assignments such as; reviewing and processing citations, complex licensing activities, multiple data system entry, analysis function and provide technical assistance to health care providers, patients, and patients' family members.

The incumbent works under the general supervision of the Supervising Program Technician II.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in

License/Certification:

Other:

Essential Functions (including percentage of time)

- 35% Utilizing the Automated Survey Processing Environment Software (ASPEN) Central Office System, enters survey renewal information into Federal Computer Network, Aspen Central Office Systems (ACO), and ASPEN Complaint Tracking System (ACTS), Enters complaints received via mail, e-mail, phone calls, and faxes from facilities, patients, families, and other agencies, change of addresses, etc. Maintain logs of activities. Identifies and troubleshoots problems within the software programs utilized, including issues with the modem, telecommunications, or problematic issues with the federal system, and contacts the appropriate agency for notification and resolution purposes. Works within multiple computer programs simultaneously.
- 30% Processes surveys for all health facility types (Skilled Nursing Facilities, Intermediate Care Facilities, General Acute Care Hospitals, Home Health Agencies, Surgical Clinics, Acute Psychiatric Hospitals, etc.). Enters federal deficiencies into ASPEN, corrects and formats evaluators’ narratives, enters state regulations into ACO, and types deficiency narratives. Responsible for all areas of processing, including typing appropriate cover letters for surveys and intakes. Scans, copies, redacts, and mails a variety of documents to various recipients. Assembles complaint and survey packets for entry into ACO and processes initial licensing and certification survey packets/applications. Sends information to other agencies/sections such as Center for Medicare and Medicaid Services (CMS), and/or Provider Certification Section.
- 20% Establishes licensed and unlicensed facility files in Electronic Licensing Management System (ELMS) with assignment of identification number for multiple facility types. Uses various systems to produce numerous reports for L&C and other public agencies, which include surveys, Facility Profiles, and Citation Report, facility reports for survey purposes, weekly and monthly reports for district activity, and updating. Processes public records requests.
- 10% Establishes certification records in ASPEN system. Enters certification renewal information and terminations. Maintains information in computer system for Certification & Transmittal forms. Organizes Certification & Transmittal forms with appropriate survey forms, processes for signature by evaluator and supervisor, and forwards to Center for Medicare and Medicaid Services (CMS) and Provider Certification Section. Enters new provider numbers into computer systems.

Marginal Functions (including percentage of time)

- 5% Attends meetings and training sessions and performs other work-related duties as assigned.

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: S.Kandhro	Date 9/18/2020		