

DUTY STATEMENT

Employee Name:	Position Number: 580-826-8612-909
Classification: Special Investigator (Non-Sworn)	Tenure/Time Base: Permanent/Full-time
Working Title: Investigator	Work Location: 320 W 4 th St., Los Angeles, CA 90013
Collective Bargaining Unit: R07	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Licensing and Certification	Branch/Section/Unit: Investigations Branch/Investigation Section B /Investigation 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 non-sworn Special Investigator (SI) independently plans, prepares for, and conducts the most complex and severe investigations of sexual and physical abuse. The SI monitors open complaints by facility and conducts and leads groups of investigators to simultaneously investigate facilities with multiple open incidents of alleged unprofessional conduct (e.g., abuse, neglect, misappropriation, etc.). The SI assists with reviewing investigative reports by Associate Governmental Program Analysts (AGPAs) that recommend no disciplinary action. Acts as subject matter expert for investigative techniques and

assists with training staff on investigative and report writing techniques. The SI gathers information from a variety of sources and performs thorough research; conducts interviews; independently analyzes investigative findings; determines the degree to which allegations were substantiated; makes well-reasoned, fully supportable recommendations for disciplinary action; and composes concise, well-written reports and recommendations. The SI evaluates confidential and classified criminal offender record information obtained from the Department of Justice, arrest reports, court documents, and/or evidence of rehabilitation. The SI 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 SI communicates and coordinates with state and Federal agencies involved in the certification of and disciplinary actions against CNAs, HHAs, and CHTs, and performs various complex analytical and administrative duties. The SI testifies at appeal and criminal hearings and makes education presentations throughout California. Statewide and overnight travel is required.

The incumbent works under the direction of the Supervising Special Investigator I (SSI I).

Special Requirements

- ☒ Conflict of Interest (COI)
- ☒ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: 25%
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 30% Conducts the most complex and severe investigations involving allegations of physical and sexual abuse against Certified Nurse Assistants (CNAs), Home Health Aides (HHAs), and Certified Hemodialysis Technicians (CHTs). Monitors open cases by facility to identify those with numerous open complaints. Conducts and leads groups of investigators to simultaneously investigate all identified open complaints at those facilities and reviews records to identify and include any additional incidents of alleged unprofessional conduct (e.g., abuse, neglect, misappropriation, etc.) at those facilities. Independently plans, coordinates, and conducts investigations. 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. Coordinates with other government and law enforcement agencies to obtain documentation and/or collaborate on an investigation. Reviews, organizes, prioritizes, and manages caseload to ensure efficient use of time and resources.
- 25% Assists with reviewing investigation reports completed by the Associate Governmental Program Analyst investigators that recommend no disciplinary action. Assists with training staff on investigative and report writing techniques, conducting investigative tasks in the field, case organization, and caseload management and acts as a subject matter expert for investigative techniques. Prepares comprehensive investigation reports; describes the investigation

techniques employed, evidence obtained during, and findings made at the conclusion of an investigation. Recommends appropriate disciplinary action based on what the evidence and facts of the investigation support.

- 25% Travels statewide to conduct the field portion of investigations; collaborates with local agencies; attend training, meetings, hearings, and presentations; and conduct and participate in on-the-job training and presentations. Overnight travel for one or more nights is required.
- 15% Attends, participates in, and conducts training and meetings. Mentors staff and gives presentations to Department staff and stakeholders. Requests and responds to subpoenas; gathers documents to respond to requests for discovery; assists with preparing witnesses for hearing; prepares for and testifies at appeal and criminal hearings throughout California. Reviews, applies, and provides assistance with interpreting and applying 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.).

Marginal Functions (including percentage of time)

- 5% Other work-related duties as requested.

Special Characteristics:

- Employees in the Investigation Section (IS) of the Licensing and Certification (L&C), Investigations 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.
- The Department may receive possible subsequent arrest and conviction notifications from the DOJ until the L&C IB Investigation Section 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: Daren Saechao	Date 10/21/2022		