

**DEPARTMENT OF JUSTICE
DIVISION OF LAW ENFORCEMENT
BUREAU OF FIREARMS
Mental Health Team**

JOB TITLE: Staff Services Analyst

STATEMENT OF DUTIES: Under the direction of the Staff Services Manager (SSM) I, the Staff Services Analyst (SSA) in the Mental Health (MH) Team is responsible for providing database assistance to system users to ensure mental health information is updated in a timely manner; reviewing and verifying applications for correction/cancellation of mental health prohibition records submitted from mental health facilities, criminal justice agencies, superior courts, and upon verification, complete the correction/cancellation of the mental health prohibition record in the Mental Health Reporting System (MHRS). The SSA will delete mental health prohibition records from the Mental Health Firearm Prohibition System (MHFPS) based on restoration of rights orders received from superior courts. The SSA may be required on occasion to work holidays, weekends and mandatory overtime or assist other BOF program units as organizational priorities arise and may not be allowed to take time off during the months of November through January. The SSA is responsible for the following:

- Reviewing and verifying applications for correction/cancellation of mental health prohibition records submitted by mental health facilities, criminal justice agencies, and superior courts.
- Identifying errors, inconsistencies, and omissions on prohibition records/reports, and taking independent action to resolve issues.
- Assisting in the creation of new MHRS user accounts, troubleshoot prohibition report errors, and resolve user reported issues; providing customer service and technical support to mental health facilities, criminal justice agencies, and superior courts by telephone, email, and facsimile regarding entering and modifying and deleting information from MHRS.
- Obtaining the knowledge and understanding of mental health prohibition laws and its affects on an individual's ability to own purchase or possess a firearm or ammunition.
- Working closely with Hawkins Data Center information technology staff to correct and test MHRS for system error and system enhancements.

SUPERVISION RECEIVED: Directly supervised by the SSM I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit, type, rotate, and work at a computer workstation for up to eight hours a day in order to prepare work assignments. Ability to lift and move items weighing up to 15 pounds.

TYPICAL WORKING CONDITIONS: Work in an open work area and smoke-free environment. Must work core business hours - Monday through Friday. May be required on occasion to work weekends, holidays, and mandatory overtime or assist other BOF program units as organizational priorities arise and may not be allowed to take time off during the months of November through January.

ESSENTIAL FUNCTIONS:

- 50% Review and verify MHRS Correction/Cancellation/Discharge forms (BOF 4009D) and MHRS Superior Court Release form (BOF 4009F) for correction, cancellation, discharge, or superior court release of mental health prohibition records submitted from mental health facilities, criminal justice agencies, and superior courts for accuracy and conduct inquiries into MHRS and MHFPS to identify prohibition(s) to be deleted. Upon verification of information provided on forms BOF 4009D and BOF 4009F, modify or cancel the mental health prohibition record from MHRS and MHFPS. Contact mental health facilities, criminal justice agencies, and superior courts by written correspondence, telephone, facsimile, or e-mail to obtain and/or clarify incomplete or inaccurate information on BOF 4009D and BOF 4009F forms.
- 20% Respond to notices of hearings and court orders by reviewing court orders from county superior courts regarding petitions for firearm prohibition relief. Analyze superior court orders for restoration of firearm rights to interpret order and ensure order is valid and language grants petitioner request; conduct inquiry into MHFPS to identify prohibition(s) to be deleted based on court order, delete record(s) from MHFPS, send notification of restoration to programs within the BOF to update individual's delayed and/or prohibited status in their respective database.
- 10% Assist the Custodian of Records for the MH Team: receive superior court Notice of Hearing for relief of firearms prohibition forms; conduct inquiries into the MHFPS to identify mental health prohibition records relating to the petitioner; and generate confidential reports of certified records and send to county superior courts and offices of the district attorney to be used in court hearings. Assist the administrator of the MHRS: provide MHRS technical assistance and support to existing and/or new users; review MHRS new user account requests for accuracy and make determinations to approve/deny user access to the MHRS; and resolve MHRS prohibition reporting errors. Respond to correspondence delivered to the MH Team, MHRS Issue Tracking queue and the MHRS-Support email account.
- 10% Assist in development and implementation of MHFPS enhancements. Compose BOF Information Bulletins related to mental health firearm prohibition reporting. Maintain the listing of mental health prohibition reporting facilities; update the facility listing of contact information, addresses, phone numbers, etc. and add new facilities to the MHFPS via the California Justice Information Services (CJIS) Operations Portal. Assist with preparing weekly and monthly statistical information reports for BOF management for use in response to a Public Records Act Request, press release, or internal/external audits.
- 5% Provide customer service to mental health facilities, superior courts, offices of the district attorney, law enforcement agencies, and private citizens through contacts made by telephone, email, and facsimile.
- 5% Assist with compiling and generating monthly quality assurance statistics for submission to bureau management. Assist with generating and compiling monthly & quarterly reporting statistics to identify decreases/increases in mental health facilities and county superior courts prohibition reporting; distribute report to reporting agencies. Identify training needs for mental health facilities, superior courts, and law enforcement agencies. Complete special projects as assigned by the unit manager.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee Signature

Date

Supervisor Signature

Date