

DUTY STATEMENT
DSH3002 (Rev. 11/2022)



Box reserved for Personnel Section

		RPA #	C&P Analyst Approval	Date	
Employee Name		Division Technology Services Division			
Position No / Agency-Unit-Class-Serial 461-105-1402-XXX		Unit Electronic Health Record/Organization Change Management			
Class Title Information Technology Specialist I Working Title: Organizational Change Specialist		Location			
Subject to Conflict of Interest <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		CBID R01	Work Week Group: E	Pay Differential	Other
<p>Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under the direction of the Organization Change Manager, Information Technology Manager I (IT Manager I), the Information Technology Specialist I (IT Specialist I) will serve as the Organizational Change Management (OCM) Specialist responsible for communicating changes to business processes through the use of new technology systems associated with the EHR project, changes to job roles, organization structures, processes, and procedures within the organization. Utilizing various implementation strategies to maximize employee adoption and usage while minimizing resistance. Staff in this role must balance complex analysis on business needs with organizational change management tasks, which includes in-depth analysis, evaluation, and planning for organization change, gauging and addressing gaps that negatively impact individuals' and organizational readiness (e.g., creating awareness among stakeholders, communicating the risks of not changing, communicating the benefits of the change, understanding impacts to end-users, instilling commitment to support the new way of doing work that the project implementation will bring) of a highly complex IT project.</p>					
% 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; percentage must total 100%. (Use additional sheet if necessary).				
25%	Responsible for performing tasks in support of OCM activities as defined in the OCM Management Plan, the Stakeholder Management and the Engagement Plan. These activities include, but are not limited to: Providing input related to the direction and scope of OCM work; communicating project status, as necessary; providing input into the OCM Plans (i.e. Stakeholder Management; Communication Management); reviewing vendor expectation documents; serving as the OCM Specialist, providing a single point of contact between the EHR Project team and the identified Program liaisons (e.g., Project Management Team; facilitating completion of departmental implementation assignments with the program liaisons; communicating action items and program concerns in a timely manner; providing advice and resolutions on obstacles that will impact the project; communicating potential risks and issues and maintaining the stakeholder registry and involvement tracker.				

	Represent Technology Services Division (TSD) on various functional and technical focus groups and task forces comprised of departmental, control agency and labor union representatives, to facilitate change and business process improvements that impact the end users adoption of the EHR solution.
20%	Responsible for performing tasks in support of OCM activities as defined in the EHR Communication Plan and OCM Roadmap Plan. Activities include, but are not limited to: facilitating steps in the Communication Lifecycle (request; creation; approval; delivery; storage and measure); facilitating the delivery of communication items to EHR/Program liaisons; collecting information and feedback from EHR/Program liaisons; developing materials for communication activities; understanding and incorporating the project vision and objectives into communication activities; using defined processes and methods to ensure communications are sent, received and understood based on stakeholder needs and requirements; forming and maintaining strategic relationships with critical individuals and organizations to support the project's success; participating in the EHR Communication planning meetings; guiding stakeholders through change by building awareness of changes and impacts; securing the commitment to change and verifying operational readiness of affected employees.
20%	Responsible for performing tasks in support of OCM activities as defined in the OCM Resistance Management Plan. Activities include but are not limited to: identifying and communicating areas and types of resistance through using various change resistance theories and concepts including the four (4) stages of reaction; providing input into the direction and scope of the Resistance Management activities; identifying the reason(s) for resistance; and adhering to the resistance management process (identify and evaluate; track; mitigate and reinforce; and measure and monitor).
15%	Responsible for performing tasks in support of OCM activities as defined in the EHR OCM Plan. These activities include, but are not limited to: helping to provide individuals (e.g. member of the EHR/Program Readiness Teams) the information needed to develop the necessary skills to effectively participate in the EHR Project change effort; helping to ensure that the EHR project team members have the foundational knowledge to assist in the EHR Project change effort throughout the entire EHR Project Lifecycle.
15%	Responsible for following all EHR project management processes established for monitoring and controlling. These processes include schedule and task reporting; risk and issue management; completed staff work; and general project management tasks and activities. Supports DSH and EHR by performing other duties in support of efforts to facilitate the transition between legacy and EHR solutions, which may fall outside the EHR OCM team responsibilities.
5%	Performs other IT Specialist I job-related work as directed by management.
Working Conditions	Up to 75% of the essential functions of this position may be performed via telework and/or with flexible scheduling. Consistent with Policy Directive 5338, Telework may be considered with prior approval from management. If approved, incumbent is expected to provide in-office coverage on a rotational basis, and

	<p>attend a variety of face-to-face meetings, and/or may travel throughout California as needed, with prior notice.</p> <p>Independence of action and the ability to manage time and multiple priorities is required.</p> <p>Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may be required to sit for long periods of time using a keyboard and video display terminal or when traveling to other locations; travel may be required to DSH facilities.</p>
<p>Other Information</p>	<p>Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.</p> <p>The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. Incumbent must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The incumbent must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and control agencies and other departments.</p> <p>TSD plays a significant role in ensuring continuity and quality of DSH's and its hospitals and psychiatric programs delivery of services and patient care through the delivery of highly effective IT service delivery systems. Consequence of error may result in minor to major IT service unavailability or ineffectiveness, causing direct impacts to the delivery of care to DSH patients. A required function of this position is to consistently provide exceptional customer service to internal and external customers.</p> <p>I have read and understand the duties listed above and I certify that I can perform these duties and the essential functions of this position with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).</p> <p>For this position, the incumbent will be required to have clearances of Live Scan and Medical Evaluation prior to being hired.</p>

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor's Signature

Date