

State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

TBD

CLASSIFICATION:

Associate Governmental  
Program Analyst (AGPA)

POSITION NUMBER:

800-807-5393-910

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Community Care Licensing Division / PTQIB

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Administrator Certification Bureau (ACB) / Administrator  
Examination Unit (AEU)

SUPERVISOR'S NAME:

Sukh Randhawa

SUPERVISOR'S CLASS:

Staff Services Manager (SSM) I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. (Explain below)
- None
- Other (Explain below)

- Background Check Required.
- Must possess a valid Driver's License.
- Must be able to flex schedule to meet program needs.
- Must be able to travel, including consecutive overnight stays.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S SIGNATURE

DATE SIGNED

**SUPERVISION EXERCISED (Check one):**

- None
- Supervisor
- Lead Person
- Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position directly supervises.

N/A

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification this position leads.

N/A

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Administrator Certification Bureau (ACB), Administrator Examination Unit (AEU) is to develop and administer the administrator certification examination and certify administrators for Residential Care Facilities for the Elderly, Adult Residential Facilities, Group Homes and Short -Term Residential Therapeutic Program categories. This is accomplished by proctoring examinations statewide and processing incoming initial and renewal applications for administrators (current and prospective).

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CONCEPT OF POSITION:

Under the general direction of the Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) is responsible for completing tasks related to the department administered certification examination and certification applications. The AGPA will be registering examinees, verifying eligibility of examinees, and proctoring and monitoring exams in addition to processing applications. The AGPA is also responsible for the activities related to researching and developing questions for the administrator exam and administering the exam statewide. The AGPA is also responsible leading research and performing analysis on exam and applications related matters; and complete documents necessary to process administrative actions; support technology projects; complete website updates and maintenance; edit documents to meet accessibility guidelines and other assignments as needed.

A. SPECIFIC DUTIES INCLUDE:

- 25% Maintain and manage caseload of prospective certified administrators. Approve and process applications, analyze application documents for statutory and regulatory compliance, execute final application determination for administrator certification. Receive, analyze, and execute determinations on grievances and appeals from examinees and prospective administrators. Analyze examination discrepancies and provide and implement recommendations for remediation.
- 20% Lead the maintenance of various administrator databases. Conduct research and development, and update the state-mandated administrator certification examination questions based on current statutes and regulations for administrator certification programs. Execute data analysis and reporting on examination effectiveness and measured outcomes as related to certified administrators and initial certificate training programs. Analyze data and generate regular reports on application productivity, develop and generate ad hoc reports for budget drills, executive reporting, and/or legislative hearings.
- 20% Conduct investigations of and prepare reports for issues of statutory or regulatory violations involving examinees and prospective administrators. Research and conduct analysis on administrative actions affecting certification eligibility. Complete legal consultations and other business processes related to administrative actions, represent the ACB at administrative hearings as expert witness when necessary.
- 20% Lead the administration of state-mandated examinations for prospective certificate holders at established statewide accessibility, ensure integrity of the examination process and consistency in the examination environment. Analyze capabilities of Information Technology (IT) systems utilized for examinations to ensure continual viability, including assistance with design and development of IT solution(s). Research and assess IT services, equipment, products and/or supplies, and make recommendations to management. Evaluate business processes, recommend changes that promote efficient processes, and execute improvements related to examinations, certification applications, and the determination process of certification eligibility.
- 10% Receive and respond to high-level inquires of the most complex matters, including but not limited to Legislative inquiries, Public Records Act requests, and controlled correspondence. Lead special projects related to administrator examination and certification including, but not limited to, regulations updates. Collaborate with internal and external stakeholders to meet program goals and enhance customer services. Participate in public meetings and stakeholder engagements as subject matter expert when needed.
- 5% Other duties as assigned.

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A. SUPERVISION RECEIVED:

The AGPA receives direction from and reports directly to the SSM I of the ACB, AEU. However, this is a journey-level position and the incumbent acts with a high degree of independence.

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B. ADMINISTRATIVE RESPONSIBILITY:

None

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C. PERSONAL CONTACTS:

The AGPA interacts routinely with all levels of Departmental managers and employees. Also, the AGPA works with other state agencies, private agencies, and the public. Communications must be handled tactfully and professionally to maintain program integrity and to sustain collaborative working relationships with internal and external stakeholders.

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D. ACTIONS AND CONSEQUENCES:

Flexibility, tact, good judgment, and strong analytical, verbal and written and communication skills are essential. The AGPA, along with the SSM I and other unit staff, routinely make decisions that affect the Administrator Certification Training Program. These decisions and recommendations must reflect and abide by the Department regulations, policies and procedures. Failure to satisfactorily perform duties and services of this position may result in delays in the processing of or the issuance of administrator certificates.

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E. OTHER INFORMATION:

The AGPA position requires travel that includes consecutive overnight stays to conduct examinations. The incumbent must be able to flex daily schedule in support of program needs. Regular attendance is required to meet the responsibilities of the position(s) and mandates of ACB and AEU.

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

TBD

CLASSIFICATION:

Staff Services Analyst (SSA)

POSITION NUMBER:

807-5157-910

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Community Care Licensing Division / PTQIB

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Administrator Certification Bureau (ACB) / Administrator Examination Unit (AEU)

SUPERVISOR'S NAME:

Sukh Randhawa

SUPERVISOR'S CLASS:

Staff Services Manager (SSM) I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. (Explain below)
- None
- Other (Explain below)

- Background Check Required.
- Must possess a valid Driver's License.
- Must be able to flex schedule to meet program needs.
- Must be able to travel, including consecutive overnight stays.

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE SIGNED

I have read this duty statement and agree that it represents the duties I am assigned.

EMPLOYEE'S SIGNATURE

DATE SIGNED

**SUPERVISION EXERCISED (Check one):**

x None

Supervisor

Lead Person

Team Leader

**FOR SUPERVISORY POSITIONS ONLY:** Indicate the number of positions by classification that this position directly supervises.

N/A

Total number of positions for which this position is responsible:

**FOR LEADPERSONS OR TEAM LEADERS ONLY:** Indicate the number of positions by classification this position leads.

N/A

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Administrator Certification Bureau (ACB), Administrator Examination Unit (AEU) is to develop and administer the administrator certification examination and certify administrators for Residential Care Facilities for the Elderly, Adult Residential Facilities, Group Homes and Short -Term Residential Therapeutic Program categories. This is accomplished by proctoring examinations statewide and processing incoming initial and renewal applications for administrators (current and prospective).

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CONCEPT OF POSITION:

Under the supervision of the Staff Services Manager I (SSM I), the Staff Services Analyst (SSA) is responsible for completing tasks related to the department administered certification examination and certification applications. The SSA will be registering examinees, verifying eligibility of examinees, and proctoring and monitoring exams in addition to processing applications. The SSA is also responsible for the activities related to researching and developing questions for the administrator exam and administering the exam statewide. The SSA is also responsible for researching and assisting with analysis on exam and applications related matters; and complete documents necessary to process administrative actions, support technology projects, website updates and maintenance, edit documents to meet accessibility guidelines and other assignments as needed.

A. SPECIFIC DUTIES INCLUDE:

- 40% Participate in maintaining and managing caseload of prospective certified administrators. Approve and process applications, analyze application documents for statutory and regulatory compliance, aid in the execution of final application determination for administrator certification. Receive grievances and assist in analyzing grievances. Assist in the determinations on grievances and challenges from examinees and prospective administrators. Participate in analyzing examination discrepancies, provide recommendations for remediation, and assist in implementing approved recommendations.
- 20% Assist with maintaining various administrator databases. Aid in research, development, and updating state-mandated administrator certification examination questions based on current statutes and regulations for administrator certification programs. Participate in data analysis and report on examination effectiveness and measured outcomes as related to certified administrators and initial certificate training programs.
- 20% Assist with administering state-mandated examinations for prospective certificate holders at established Statewide accessibility, ensure integrity of the examination process and consistency in the examination environment. Assist with analyzing Information Technology (IT) systems utilized for examinations and ensure continual viability, including assistance with design and development of IT solution(s). Participate in researching and assessing IT services, equipment, products and/or supplies, and make recommendations for continued viability and/or improvement. Participate in evaluating business processes and recommend efficiencies and improvements related to examinations, certification applications, and the determination process of certification eligibility.
- 15% Receive and respond to inquiries including but not limited to Public Records Act requests, general inquiries and/or grievances related to certification examinations or applications. Assist with special projects related to administrator examination and certification including, but not limited to, regulations updates. Participate in collaborating with internal and external stakeholders to meet business needs and program goals, and improve processes and enhance customer services.
- 5% Other duties as assigned.

B. SUPERVISION RECEIVED:

The SSA receives direction from and reports to the SSM I of the ACB, AEU.

C. ADMINISTRATIVE RESPONSIBILITY:

None

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D. PERSONAL CONTACTS:

The SSA interacts routinely with all levels of Departmental managers and employees. Also, the SSA works with other state agencies, private agencies, and the public. Communications must be handled tactfully and professionally to maintain program integrity and to sustain collaborative working relationships with internal and external stakeholders.

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E. ACTIONS AND CONSEQUENCES:

Flexibility, tact, good judgment, and strong analytical, verbal and written and communication skills are essential. The SSA, along with the SSM I and other unit staff, routinely make decisions that affect the Administrator Certification Training Program. These decisions and recommendations must reflect and abide by the Department regulations, policies and procedures. Failure to satisfactorily perform duties and services of this position may result in delays in the processing of or issuance of administrator certificates.

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F. OTHER INFORMATION:

The SSA position requires travel that includes consecutive overnight stays to conduct examinations. The incumbent must be able to flex daily schedule in support of program needs. Regular attendance is required to meet the responsibilities of the position(s) and mandates of ACS, ECPU.