

DUTY STATEMENT

Employee Name:	Position Number: 580-011-4801-003
Classification: Staff Services Manager II (Specialist)	Tenure/Time Base: Permanent / Full-time
Working Title: Senior Lean Transformation Specialist	Work Location: Varies by region, to be determined upon hire
Collective Bargaining Unit: M01	Position Eligible for Telework (Yes/No): Yes/Hybrid
Center/Office/Division: Office of Policy and Planning	Branch/Section/Unit: Lean Transformation Branch

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 Resources' Job Descriptions webpage](#).

Job Summary

The Staff Services Manager II (SSM II (Sp)) serves as the Senior Lean Transformation Specialist to the CDPH Director's Office (DO), Local Health Jurisdictions (LHJ), Tribal Health Organizations (THO), and the Office of Policy and Planning, (OPP). The Senior Lean Transformation Specialist works on a variety of highly sensitive and complex cross-cutting continuous improvement projects and special assignments relating to various departmental, programmatic, and operational issues and processes. The Senior Lean Transformation Specialist functions as a non-supervisory technical management consultant and is responsible for planning, coordinating, evaluating, and monitoring complex and critical improvement projects. The Senior Lean Transformation Specialist provides expertise and advice to the DO, LHJ, and THO related to continuous improvement projects, training, and policy development.

This position supports the CDPH mission and strategic plan to advance the health and well-being of California's diverse people and communities by maintaining a proactive culture of continuous

improvement (CI), engaging staff at all levels, and leveraging data and technology to enhance services.

The mission of the Office of Policy and Planning (OPP) is to advance transformative policy and systems change that will promote state and community health improvement through prevention, equity, and collective action. The OPP promotes public health policy priorities and supports CDPH capabilities for community health improvement, policy development, research and analysis, integrated planning, decision intelligence, lean transformation, and grants management.

Under the general direction of the Staff Services Manager III, Lean Transformation Branch Chief, the Senior Lean Transformation Specialist will work independently, within a team, and collaborate to ensure that OPP will develop lasting collaborative partnerships within CDPH, throughout State Government and with local partners to affect and support the transition to a Kaizen-driven organizational culture.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel up to 40%
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 40% Serves as the Senior Lean Transformation Specialist to the Director's Office, LHJ, OPP, Lean Transformation Branch, and THO. Works on a variety of highly sensitive and complex cross-cutting CI projects and special assignments relating to various departmental, programmatic, and operational issues and processes and ensures diversity, equity, and inclusion are incorporated into program and operational polices. Collaborates and serves as a technical expert to the CDPH Office of Health Equity QI Coordinator. Functions as a non-supervisory technical management consultant and is responsible for planning, coordinating, evaluating, and monitoring complex and critical CI projects. Acts as the lead expert working with the DO and offices that report to the Directorate to identify and monitor program performance measures, promote best practices, and measure and track progress. Uses project management skills and performance improvement tools and methods to develop, implement, and monitor performance-based programs; streamline processes; enhance department efficiency and effectiveness; and lead research activities related to initiatives to ensure continuous improvement. Supports developing objectives and key results (OKRs) and using target sheets for CI initiatives. Develops data collection methodologies for performance measurements, demonstrates short-term and longer-range progress, analyzes outcomes of data collected, and presents findings to the Directorate and executive management. Responsible for promoting, implementing, monitoring, and evaluating the Lean training. Directs and facilitates the ongoing CI process using Lean principles, methods, and management system to train other staff to lead improvement efforts. Ensures CI projects align with the CDPH Strategic Plan, CI Plan, and the Public Health Accreditation Board's standards. Consults with the CDPH Director, Assistant Director, Chief Deputy Directors, the OPP Deputy Director and the Lean Transformation Branch Chief, on issues that require problem identification, data collection, analyses, and evaluation; develops alternatives and

recommendations; and interacts with Departmental executives, senior leadership, and staff to accomplish these activities. Travels to various CDPH campuses, local health jurisdictions, and other offsite locations to facilitate continuous improvement projects, technical assistance, consultations, and trainings.

- 25% Acts as a lead and provides support and guidance to CI and strategic planning staff on Department-wide CI projects and initiatives. Provides highly specialized technical expertise for the development of strong performance management and objectives and key results (OKR) components for incorporation into strategic planning, identifies opportunities for improvement, and proposes alternative approaches when appropriate.
- 15% Serves as the leader of the Department's Continuous Improvement Council (CIC) and Kaizen Group. Coordinates and convenes regular meetings; sets agendas; develops and analyzes performance improvement data for the council; designs and implements the necessary CIC processes and systems; and develops and implements an organization-wide communication plan. Manages and coordinates Department-wide initiatives to enhance performance management. Develops assessment of CDPH staff knowledge, analyzes and summarizes findings, and develops final report with recommendations. Coordinates performance management and CI capacity building for all levels of management and staff. Establishes a continuous CI performance, effort, monitoring, and reporting system. Regularly reports the status of CI performance, efforts, and impacts.
- 10% Analyzes current processes and procedures of CDPH operational activities, summarizes findings, and develops final reports with recommendations. Performs research, conducts surveys and interviews, compiles and interprets data, develops recommendations, and presents reports of findings related to projects both orally and in writing. Develops presentations and generates reports from collected data ensuring all levels of the organization are informed of the results. Performs outreach to LHJ, OPP and THO to share best practices and provide training to enhance local public health department capacity. Develops and expands existing and new partnerships at the State, Federal, local, and public levels to gain credibility for practicing effective, outcomes-based public health.

Available Headquarters Locations

Counties	Headquarter Locations
Los Angeles, Orange, San Luis Obispo, Santa Barbara, Ventura	Los Angeles, Orange, Ventura
Alameda, Contra Costa, Del Norte, Humboldt, Lake, Marin, Mendocino, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma	Contra Costa, San Francisco, Santa Clara, Sonoma
Butte, Colusa, Glenn, Lassen, Modoc, Plumas, Trinity, Shasta, Sierra, Siskiyou, Sutter, Tehama, and Yuba	Butte
Alpine, Amador, Calaveras, El Dorado, Placer, Sacramento, San Joaquin, Stanislaus, Tuolumne, Yolo	Sacramento
Fresno, Kern, Kings, Madera, Mariposa, Merced, Tulare	Fresno, Kern
Imperial, Inyo, Mono, Riverside, San Bernardino, San Diego	San Bernardino, San Diego

Marginal Functions (including percentage of time)

- 5% Develops, implements, and maintains OPP policy and procedural guidelines and written desk procedures. Consults with staff and management on business processes to accurately document policies and procedures, as well as written desk procedures. Evaluates policies and procedures to evaluate effectiveness and applies CI techniques to continually improve departmental processes. Develops work plans, issues papers, and assists on special

projects. Develops and builds skills through structured classes and individual research.

5% Travel to Sacramento or other CDPH offices, trainings, meetings, or events may be required. Other Staff Services Manager II (Specialist) job-related duties as assigned.

<input type="checkbox"/> 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.		<input type="checkbox"/> 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:		Employee's Name:	
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: LaJuana Thompson

Date: 9/9/2024