

DUTY STATEMENT

Employee Name: Vacant	Position Number: 580-405-5393-759
Classification: Associate Governmental Program Analyst (AGPA)	Tenure/Time Base: Permanent / Full-Time
Working Title: Quality Assurance and Training (QAT) Coordinator	Work Location: 1616 Capitol Avenue, Suite 616, Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Infectious Diseases (CID) / Office of AIDS (OA)	Branch/Section/Unit: AIDS Drug Assistance Program (ADAP) Branch / Client Services, Quality Assurance and Training (CSQAT) Section / QAT 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 advancing health equity, strategic planning goals, and objectives. Promotes recognition and reduction of the burden of infection among California's most vulnerable populations through changes in workplace culture and practice.

The QAT Coordinator understands and uses programmatic and surveillance data to assess the status of HIV and sexually transmitted infection (STI) epidemics. Identifies strategies and actions to

reduce the number of new cases of HIV and STIs, and to eliminate health inequities that result in disproportionate disease burdens among marginalized demographic groups. Aligns and mobilizes resources and stakeholders to achieve targets.

The incumbent works under the direction of the QAT Unit Chief/Staff Services Manager (SSM) I. As the QAT Coordinator, the AGPA reviews, analyzes, and applies program policies to work performed by ADAP and Pre-Exposure Prophylaxis Assistance Program (PrEP-AP) Advisors, ensuring accurate application of program policies. The QAT Coordinator also develops and revises training materials based on program needs and conducts training for new and existing staff, enrollment workers (EW), contractors, clients, and stakeholders throughout the state. The QAT Coordinator plays an integral role in ADAP, which provides HIV/AIDS drugs and insurance assistance to eligible individuals who are HIV positive, as well as in the PrEP-AP, which provides drugs to eligible individuals who are HIV negative and at high risk for contracting the virus. The QAT Coordinator supports a wide range of the more complex, analytical assignments relating to EW certification, quality assurance (QA), and training of ADAP and PrEP-AP EWs and internal staff. The QAT Coordinator performs review of documents for American with Disabilities Act (ADA) compliance and aids in coordination of the development and maintenance of internal and external webpages and website content for the Office of AIDS, Care Branch, and ADAP Branch.

Special Requirements

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

Essential Functions (including percentage of time)

- 25% **Quality Assurance:** Acts as a lead and subject matter expert for CDPH's ADAP, including its insurance assistance programs and PrEP-AP. Conducts QA reviews on application reviews performed by ADAP and PrEP-AP Advisors based on documented Standard Operating Procedures (SOPs) and guidelines. Analyzes information and determines whether the action taken during the review process was appropriate. Applies state and federal program requirements while independently reviewing applications and reviewing supporting eligibility documentation to ensure clients enrolled into ADAP programs meet eligibility requirements. Documents discrepancies identified during the review process, identifies areas of inconsistent processing and potential training opportunities, and documents findings on QA worksheets for review by the QAT Unit Chief/SSM I prior to distribution to the ADAP Eligibility Operations Section (EOS) unit managers. Identifies opportunities for potential process improvements.
- 25% **Agile System Development Job Aid Creation and Maintenance:** Reviews ADAP and PrEP-AP Management Memos and Policy Memos to develop and update job aids and training materials. Participates in agile development of the ADAP Enrollment System (AES), including user acceptance testing (UAT) and user story development, as appropriate. Perform analyses of best practices by identifying any issues, determining alternatives, and making

recommendations to management in writing for implementing policies and procedures. Meets with CDPH staff to develop, create, examine, and update job aids, training handouts, scripts, training prerequisites, and training effectiveness measures. Secures appropriate training venues, schedules classes, and ensures availability of training material. Leads in a virtual classroom setting, and on an individual basis. Attends monthly ADAP Statewide EW calls, AES Weekly Status and Sprint Planning/Development meetings as advised by the QAT Unit Chief.

- 20% **On-Demand and Virtual Training Development and Maintenance:** Utilizes Power Point, Adobe Captivate, Well Said Labs, and ProProfs to create on-demand training and simulations based on program needs and/or AES updates. Conducts Microsoft Teams trainings as assigned. Updates trainings and procedures timely when processes or policies change, or when gaps are identified. Works with ADAP Branch management and staff on procedural issues. Maintains records of training completion by ADAP and PrEP-AP EWs to monitor access to the AES and the EW SharePoint, including adding/removing EWs.
- 10% **Website Coordination:** Coordinates with the OA, ADAP Branch, and HIV Care Branch on the development and maintenance of internal and external webpages and website content. Identifies and analyzes problems during the testing of new processes and software prior to the publication and/or circulation of documents and/or web pages. Utilizes the Web Content Accessibility Guidelines to ensure that CDPH applies the best tools to ensure webpage content and documents are ADA compliant as set forth by federal and state guidelines. Acts as the liaison between the ADAP Branch, the HIV Care Branch, and the Office of Communications regarding the publishing of documents on the internet. Implements best practices regarding document management through version control, electronic filing, and archiving. Maintains tracking logs to ensure items published for public consumption receive Center approval.
- 10% **ADA Review:** Checks content of all ADAP Branch documents intended for publication for Section 508 of the ADA compliance using Adobe XI, Microsoft Suite, and other accessibility tools. Reviews and revises all internal or external published documents to comply with Section 508 ADA Accessibility Guidelines. Works directly with OPA to ensure all documents meet standards required for publication. Revises documents in conjunction with program representatives to make necessary modifications as required.
- 10% **Auditing:** Assists the CSQAT Section Chief (SSM II) and the QAT Unit Chief (SSM I) in preparing for and responding to various audit requests made by state and federal agencies for the ADAP Branch.

Marginal Functions (including percentage of time)

- 5% Participates in workgroups as instructed by the QAT Unit Chief (SSM I). Performs other AGPA job-related duties, as required.

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: Nathalia Klyn

Date: 07/17/2024