

DUTY STATEMENT

Employee Name:	Position Number: 580-510-8338-909
Classification: Health Program Specialist I	Tenure/Time Base: Permanent / Full Time
Working Title: Program Monitoring Coordinator	Work Location: 3901 Lennane Drive, Sacramento CA 95834
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Women, Infants, and Children (WIC) Division	Branch/Section/Unit: Local Services Branch / Local Support Section / Contract and Monitoring Services 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 the health and well-being of California's diverse people and communities. As an employee of the Local Services Branch (LSB), the incumbent serves as part of a team that provides monitoring, training, support for and collaboration internally and externally with local agencies that serve the Women, Infants, and Children (WIC) program participants.

The incumbent works under the general direction of the Chief, Local Contracts and Monitoring Services (LCMS) Unit, Staff Services Manager I (SSM I). The Health Program Specialist I (HPS I) participates in cross-division groups to define the objectives, strategies, and processes for the local agency monitoring, including continuous quality improvement of the objectives, strategies, and processes with the purpose to support local agencies to provide quality services, while being good stewards of public funds and trust. The HPS I will serve as a highly skilled technical consultant, working collaboratively with a multidisciplinary team and is responsible for the more complex programmatic and administrative tasks related to formal collaborations with internal stakeholders to ensure the implementation of CDPH/WIC's program monitoring goals and activities. This position requires the ability to think clearly, analyze problems of the organization and take effective action, work under pressure and time constraints, handle changing priorities, establish cooperative working relationships, clearly and effectively communicate both orally and in writing, and demonstrate a high degree of initiative, independence, and analytical skills. May include statewide travel up to 15% of the time with possible overnight stay(s) as necessary according to program need.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: Statewide travel up to 15% of the time, with possible overnight stay(s)
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 40% Collaborate implementation of local agency monitoring visits with CDPH/WIC internal stakeholders to define policies, procedures, schedule, and report tracking including scheduling, tracking completion of all program monitoring tasks from initial contact to closure, and training materials. Provide technical assistance to nutrition consultants and contract managers on the program monitoring of local WIC agencies process and procedures. Collaborate and coordinate with WIC Systems Integration Branch and Data and Integrity Branch (DIB) for data needs prior to monitoring visits. Routinely reports the status and progress of program monitoring to LCMS Unit Chief and LSB management as necessary. Independently develops and maintains various Excel spreadsheets or other tracking mechanisms related to local WIC agency program monitoring.
- 25% Provide quality assurance by reviewing program monitoring correspondence, letters of findings, letters of closure and corrective action plans for consistency and appropriateness and participate in program monitoring entrance and exit meetings and debriefings. Routinely reviews and updates program monitoring training materials, tools and templates and completes updates to these materials to reflect changes determined by WIC internal stakeholders. Communicates updates and changes to nutrition consultants and contract

managers to ensure they are using the most current process. Review scheduling and tracking to ensure compliance with state and federal regulations and identify and report program monitoring finding trends to WIC internal stakeholders.

- 20% In collaboration with DIB, coordinate the completion of the Annual Local Agency Risk Assessment process to include gathering and synthesizing of data. Facilitate division wide workgroups to develop and determine recommendations for trends and risk findings and report to WIC senior management as necessary. Plans, coordinates, and collaborates with the Local Policy and Health Programs Branch to complete the State Plan regarding program monitoring and local agency data.
- 10% Coordinates and collaborates with the LCMS Unit Chief and LSB management in planning, conducting, and evaluating of continuous improvement plans and implementation of program monitoring processes. Gathers information and data to support the evaluation of alternative monitoring strategies. Attends and actively participates in daily operations updates, staff meetings, and required trainings; collaborates with section staff to maintain an environment conducive to learning by actively suggesting opportunities to improve established processes; and facilitates efficient and effective retrieval of information. Participates on various committees or workgroups regarding program initiatives and implements monitoring activities; documents activities and provides updates to section supervisor.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

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: AG
 Date: November 2024.