

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Licensing Program Manager II (LPM II) / Regional Manager (RM)

POSITION NUMBER:

863-8224-001

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

Community Care Licensing Division / Child Care Program

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

El Segundo Child Care Regional Office

SUPERVISOR'S NAME:

Sharon Greene

SUPERVISOR'S CLASS:

Licensing Program Manager III (LPM III) / APA

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*)

Subject to fingerprinting and criminal record clearance by DOJ/FBI.

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

SUPERVISOR'S SIGNATURE

DATE

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

EMPLOYEE'S SIGNATURE

DATE

**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.

1-6 LPM I  
1-5 Support Staff

Total number of positions for which this position is responsible:

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

## MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division to promote the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

Will aid in fostering a culture of diversity and inclusion within our Program that actively invites the contribution and participation of all people while representing the varied identities and differences (race, ethnicity, gender, disability, sexual orientation, gender identity, national origin, tribe, caste, socio-economic status, thinking, and communication styles) in California and support on-going partnerships with those communities most affected by inequities to advance equitable policy and systems changes.

---

---

**CONCEPT OF POSITION:**

Under the general direction of the Assistant Program Administrator (LPM III), the Licensing Program Manager II (LPM II) plans, organizes, and directs the activities of a regional office responsible for evaluating and licensing community care facilities and enforcing community care regulations. The regional manager (LPM II) may develop policies and procedures designed to facilitate the effective operation of the CCL program. Travel required.

**A. RESPONSIBILITIES OF POSITION:**

30% Facility Issues: Meets with licensees or representatives on issues concerning regional implementation of regulations. Makes region-level decisions regarding proposed legal action in concert with legal staff. Approves/denies license application renewals, provisional licenses, and notices of operations in violation of the law. Manages the region's waiver and exception process. Requests services of the Audits and Investigations Branch. Reviews and approves Statements of Facts and injunction actions.

15% Licensing Services: Ensures the delivery of licensing services to licensees, applicants, and the general public which includes evaluating, licensing and enforcing community care regulations; providing technical assistance to and consulting with child care providers; and working collaboratively with clients, their families, advocates, care providers, related programs and regulatory agencies, and others involved in community care.

15% Supervision: Directly supervises one to six Licensing Program Managers I (LPMI) and clerical supervisors. Ensures supervisory coverage in the regional office at all times, and that the work produced by supervisory staff meets quality and quantity standards.

15% Policy Development: Evaluates the appropriateness and effectiveness of licensing standards. Provides input to modify regulations or policy. Develops appropriate regional procedures to implement established licensing policy and to ensure uniform interpretation of regulations. Handles special assignments to evaluate tests or provide input on new proposals.

10% Personnel Development: Responsible for region-level recruitment selection and hiring. Develops and implements the region's training plans. Develops trainings for all regional office staff. Implements trainings for LPMIs and Support Staff in direct supervision. Coordinates provisions of training by the Department's Training Bureau or by outside sources. Provides advice and direction to actions and labor issues in the region. Ensures that the Department's affirmative action plan is met.

5% Monitoring: Implements a quality assurance program to ensure uniformity of licensing processes and standardization of policy. Responsible for monitoring the quality of products developed by region staff. Identifies data collection needs and utilizes data to maximize regional resources.

5% Public Contacts: Provides non-confidential information to media and legislative sources contacting the regional office. Discusses CCLD policies, procedures, and case-related information with specific organizations, placement agencies, and the public. Reviews and approves agenda for region meetings with local organizations or provider groups.

5% Other special projects such as but not limited to equipment and supplies: Approves all regional requests for supplies, equipment, and office space modification or relocation. Coordinates with appropriate Department units to ensure necessary supplies, equipment, and office space for maintaining the office. Provides for proper office security and protection of licensing records. Monitors operating expenses and travel costs to remain within budget constraints.

---

---

B. SUPERVISION RECEIVED:

The LPM II (Regional Manager) reports directly to the Licensing Program Manager III (Assistant Program Administrator). The Regional Manger will provide both written and verbal reports to the Program Administrator. The Program Administrator periodically visits offices to review regional issues. In addition, the Program Administrator holds regular meetings with all Regional Managers to review issues and establish policy.

C. ADMINISTRATIVE RESPONSIBILITY:

The LPM II (Regional Manager) is responsible for planning the management of a regional office. This includes the assignment of responsibility of each supervisor, the allocation of regional resources, the articulation of program goals and evaluation of program effectiveness.

D. PERSONAL CONTACTS:

The LPM II (Regional Manager) represents the regional to community organizations which may include media contacts, public officials, provider groups, etc.

E. ACTIONS AND CONSEQUENCES:

Failure to manage regional resources will result in poor quality of care in licensed facilities. Regions will fail to close hazardous facilities. Regions may be liable for inaction or inappropriate administrative action and the client population will be at risk to abuse, neglect, injury or even death.

F. OTHER INFORMATION:

The LPM II (Regional Manager) should have some background in licensing program, sensitivity to administrative issues and the understanding of how to use licensing resources. Travel required.